Visioneer
OneTouch 9420 USB Scanner
User's Guide

FOR WINDOWS

visioneer

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Visit Visioneer's web site at www.visioneer.com for technical support including help during installation, driver updates, spare parts, and documentation.

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This equipment has been tested and found to comply with the limits for the class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed, and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment has been certified to comply with the limits for a class B computing device, pursuant to FCC Rules. In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

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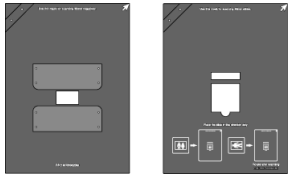
WELCOME

Congratulations on purchasing your Visioneer OneTouch 9420 USB scanner. With this scanner you can quickly scan paper documents, color photos, 35mm slides, and negatives to place their electronic images on your computer.

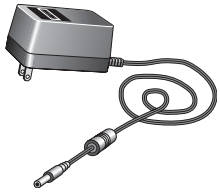
WHAT'S IN THE BOX

Before starting the installation, check the contents of the box to make sure that all parts are included. If any items are missing or damaged, contact the dealer where you purchased the scanner.

Visioneer OneTouch 9420 USB Scanner

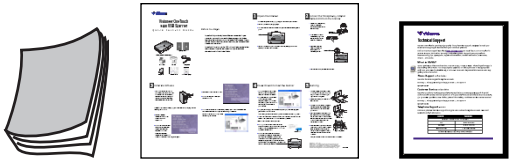


Transparency Masks



Power Supply

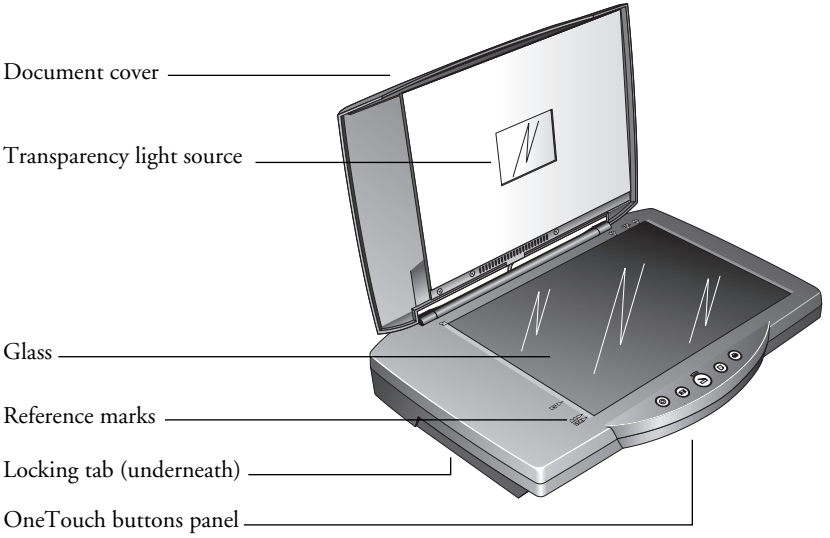
USB Cable

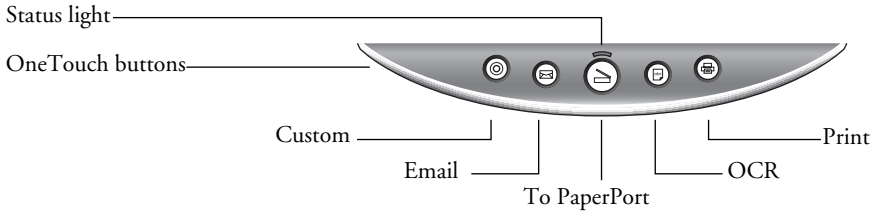


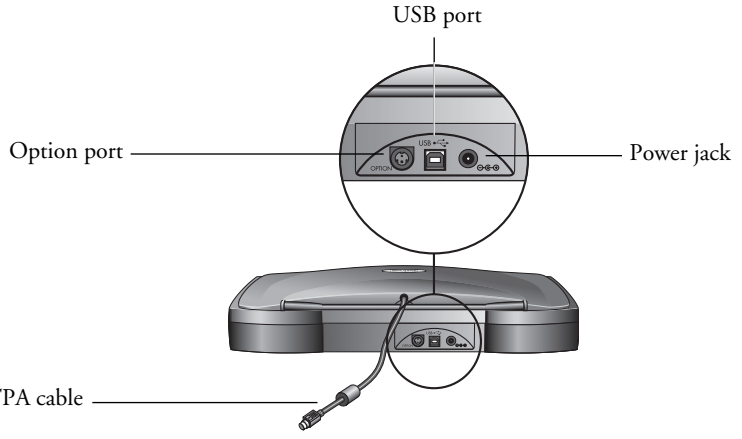
User's Guide, Quick Install Guide, and Technical Support Card

Software CD

THE VISIONEER ONETOUCH 9420 USB SCANNER







Document cover—Protects the document from light and contamination.

Transparency light source—Shines light through 35mm slide or negative transparency and then through the glass onto the scanning sensors in the body of the scanner.

Glass—Items are placed face down aligned at the arrow symbol in the upper-left corner.

Reference marks—Marks on the border of the glass show where to align various paper sizes.

Locking tab—Protects the scanner's scan head by holding it securely in position. The locking tab, located on the underside of the scanner, must be unlocked before scanning. The scanner will not scan when locked.

OneTouch button panel—Allows scanning directly from the scanner.

Status light—Shows the scanner's status. Green light: scanner is ready to scan. Orange light: scanner is busy.

Option port—Connects the TPA cable to the scanner.

USB port—Connects the scanner to the computer. Your Visioneer 9420 scanner can connect to either a USB 1.1 or a USB 2.0 port.

Power jack—Connects the power cord to the scanner.

TPA (Transparency Adapter) cable—Supplies power from the scanner body to the transparency light source.

Note: The scanner does not have an on/off switch. The scanner is ready to scan as soon as the Visioneer software loads on your computer.

WHAT YOU NEED

An IBM-compatible PC with:

- A Pentium II (or higher) processor or equivalent
- A CD-ROM drive
- An available Universal Serial Bus (USB) port; 1.1 or 2.0
- Microsoft Windows operating system: 2000, ME, or XP (Service Pack 1 and 2)
- Available internal memory (RAM) as follows:
  - 128 MB or more
  - 256 MB recommended for Windows XP
- 200 MB of free hard disk space

Note: The new USB 2.0 ports operate at higher speeds than USB 1.1 ports. If your computer is not equipped with USB 2.0 ports, you can add them with the Visioneer Hi-Speed USB 2.0 PCI Card. Visit the Visioneer Web site at www.visioneer.com for ordering information, or contact the dealer where you purchased your Visioneer 9420 OneTouch USB scanner. However, you do not have to add USB 2.0 ports to the computer. Your scanner automatically works with both USB 1.1 and USB 2.0 ports.

A VGA or SVGA Monitor

Recommended settings for your monitor are as many colors as possible—High Color (16-bit), True Color (24-bit or 32-bit). Set the resolution to at least 800 by 600 pixels.

To set your monitor's colors and resolution, open the Windows Control Panel, double-click Display, and then click the Settings tab.

DOCUMENTATION

Your scanner is delivered with the following documentation:

- Quick Install Guide—abbreviated installation instructions.
- Visioneer OneTouch 9420 Scanner User's Guide—detailed installation, scanning, configuration, and maintenance information; also available as a printable file on the Installation CD.
- ScanSoft PaperPort User's Guide—on the Installation CD; contains detailed feature and configuration information.
- Online Help—for the OneTouch scanner, the Basic Interface and Advanced Interface, and PaperPort software applications.

Installing

Installation is a quick, three-step process:

- Install the software
- Connect the scanner
- Check out your scanner

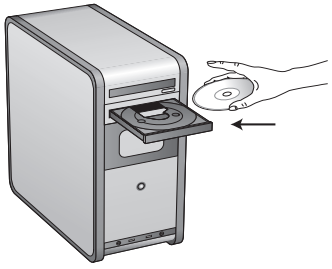
STEP 1: INSTALL THE SOFTWARE

Note: If you had another scanner connected to your computer, you must uninstall its driver software before starting the installation of your 9420 scanner. Please see the other scanner's user manual for information about uninstalling.

Also note that when installing your 9420 scanner, you must install the PaperPort software and scanner software **before** connecting the scanner to the computer. Otherwise the correct software to run your scanner will not be installed and it may not scan properly.

To install the software:

1. Start Microsoft Windows and make sure no other applications are running.
2. Insert the installation CD into your computer's CD-ROM drive.



The CD automatically starts.

Note: If the CD does not automatically start, check the following:

- Make sure the CD drive's door is completely shut.
- Click the My Computer icon on your desktop. Double-click the icon for your CD-ROM drive. In the list of files, double-click the file named START32.EXE.

3. On the Visioneer installation menu, select **Install ScanSoft PaperPort**.

4. On the PaperPort Setup window, click **Next**.
5. Read the ScanSoft license agreement. If you accept the terms, select **I accept the terms in the license agreement**, and then click **Next**.
6. On the Customer Information window, accept the current information or enter new information, and then click **Next**.
7. On the Setup Type window, click **Next**.
8. Click **Install** to begin the installation.
9. Click **OK**.

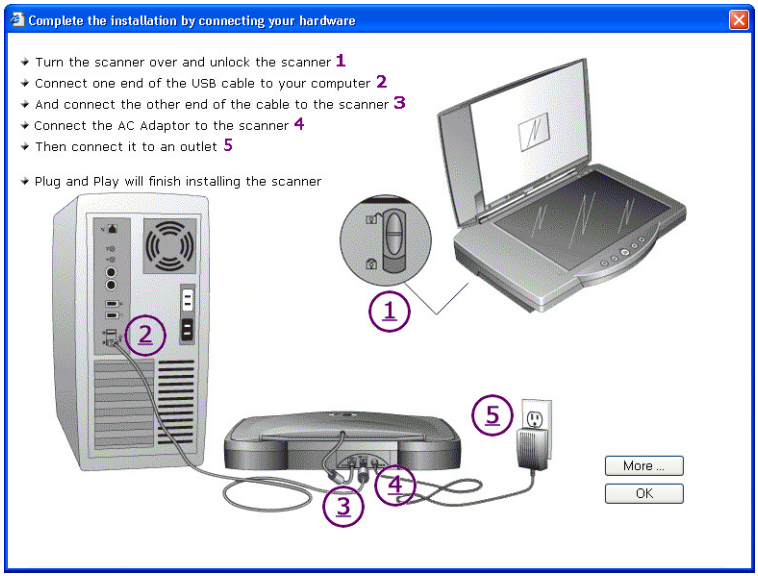
10. Click **Finish** on the PaperPort Installation window.

    If a message asks you to restart your computer, click **Restart**.

11. Now click **Install Scanner Driver**.

12. Click **Next** on the OneTouch 4.0 Welcome window.
13. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree**, and click **Next**.
14. Click **Next** on the Confirm Installation window.

15. When you see the following Connect Scanner window, do **NOT** click **OK**. Leave the window open and proceed to the next section, "Step 2: Connect the Scanner".


Complete the installation by connecting your hardware
Turn the scanner over and unlock the scanner 1
Connect one end of the USB cable to your computer 2
And connect the other end of the cable to the scanner 3
Connect the AC Adaptor to the scanner 4
Then connect it to an outlet 5
Plug and Play will finish installing the scanner
1
2
3
4
5
More ...
OK

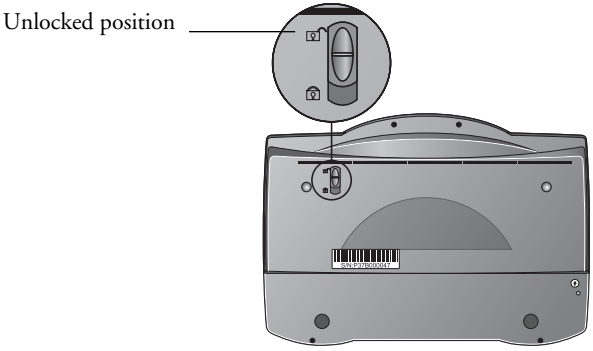
STEP 2: CONNECT THE SCANNER

Your OneTouch 9420 scanner connects to any available USB 1.1 or USB 2.0 port. Check your computer's user guide for port locations.

Note: You do not have to shut off the power to your computer when connecting the scanner to a USB port.

To connect the scanner to a USB 1.1 or USB 2.0 port:

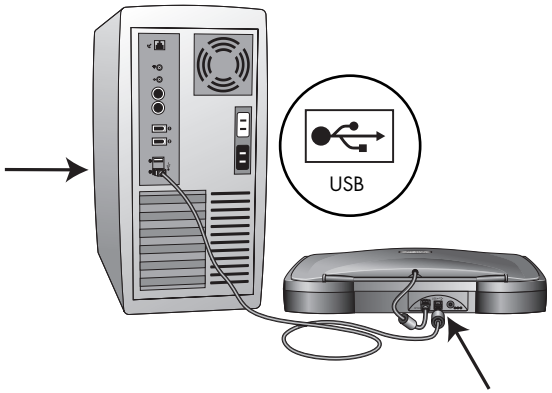
1. Remove all shipping tape from the top and bottom of the scanner. Slide the locking tab on the bottom to its unlocked position.



Note: The locking tab protects the scanner's scan head by holding it securely in position. Lock the scanner when transporting it from one location to another, but remember to unlock it before scanning. The scanner will not scan when locked.

2. Make sure that the TPA cable is securely plugged into the Option port on the back of the scanner.

3. Plug one end of the USB cable into an available USB 1.1 or USB 2.0 port on the computer.
4. Plug the other end of the USB cable into the scanner's USB port.

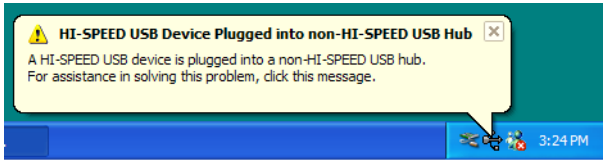


If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into the connection.

You can also connect the scanner to a USB port on the computer's keyboard if it has one, or to a USB hub. If you use a USB hub, it must have its own power supply already plugged into an electrical outlet.

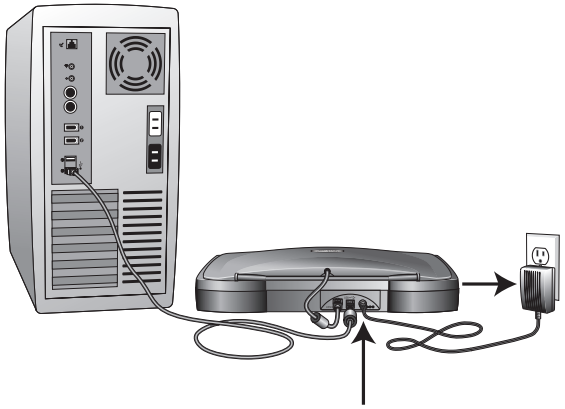
Note: If you have not installed the software, unplug the USB cable from the computer and install the software now. When the software installation is complete, a message tells you to connect the scanner.

If you are using Windows XP and have plugged the USB cable into a USB 1.1 port, an information bubble may open explaining that "A HI-SPEED USB device is plugged into a non-HI-SPEED USB hub". Plug the USB cable into a USB 2.0 port (if available) or just disregard the message. If you leave it plugged into the USB 1.1 port, your scanner may scan a bit slower than with a USB 2.0 port.


HI-SPEED USB Device Plugged into non-HI-SPEED USB Hub
A HI-SPEED USB device is plugged into a non-HI-SPEED USB hub.
For assistance in solving this problem, click this message.
3:24 PM

5. Plug the power adapter cable into the power jack on the back of the scanner and then plug the power adapter into an AC (wall) outlet.

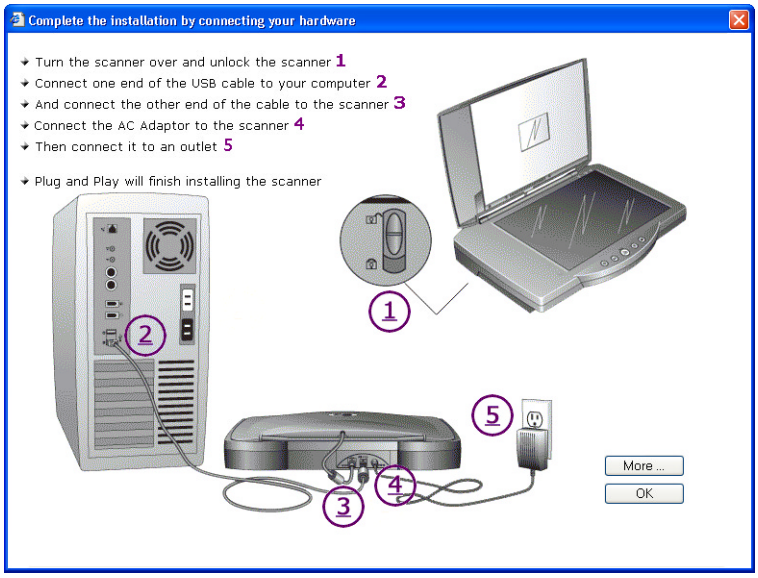
   The following diagram shows the scanner connected to a computer.



   The status light on the front of the scanner is illuminated, indicating the scanner is receiving power.

   Your computer recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software from the CD to run the scanner.

6. When the software is finished loading, return to the Connect Scanner window and click **OK**.


Complete the installation by connecting your hardware
Turn the scanner over and unlock the scanner 1
Connect one end of the USB cable to your computer 2
And connect the other end of the cable to the scanner 3
Connect the AC Adaptor to the scanner 4
Then connect it to an outlet 5
Plug and Play will finish installing the scanner
1
2
3
4
5
More ...
OK

The scanner's status light is green when the scanner and computer are communicating properly.

7. On the Install Completed window, click **Close**.
8. When installation is finished, restart your computer.
9. If you selected additional software to install from the CD, leave the CD in the CD drive and restart your computer after the additional software installation has completed.

   If you removed the CD from the CD drive and want to install other software, reinsert the CD into the drive.

   In addition to installing the other software from the CD, you can also view and print the User Guides.

   Remove the CD from the computer when you are finished and store it in a safe place.

   Your scanner is ready to scan.

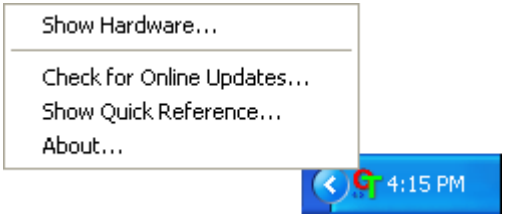
STEP 3: CHECK OUT YOUR SCANNER

After installing the scanner and software, you will see a OneTouch icon on the Windows taskbar (at the bottom right corner of the computer screen). If the scanner is properly connected, the icon looks like the one pictured below.

To check the status of the scanner:

1. On the Windows taskbar, right-click the scanner icon.

   The shortcut menu appears.



2. Select **About** from the shortcut menu.

   A dialog box lists information about the scanner indicating that the scanner is properly connected.

3. Click **OK** to close the dialog box. Your scanner is ready to scan.

IF THE SCANNER IS NOT PROPERLY CONNECTED

If the scanner is not properly connected, check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Is the scanner's power light on?** If the light does not come on, plug the power adapter into another electrical outlet.
- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must restart your computer after unlocking the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.

Please see the Readme file in the PaperPort directory on your computer's hard drive. The Readme file contains additional information that may help you diagnose problems connecting the scanner. Also see "Troubleshooting" on page 93 for more information.

Note: The scanning lamp under the scanner's glass needs to warm up before you can scan. A status message lets you know when the lamp is ready. The lamp then remains ready so you don't have to wait each time you want to scan. To conserve electricity and prolong the life of the scanner, you can set the length of time for the lamp to remain lit before powering down. See "Checking the Hardware" on page 80.

If you try all the troubleshooting procedures described above and in the Readme file, and the scanner icon still has problems, you may have a malfunctioning scanner. Also refer to the technical support card that you received with your scanner and visit our web site at www.visioneer.com for additional technical information. You can also receive software updates from the Web site.

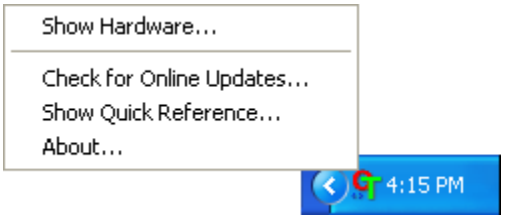
REGISTER YOUR SCANNER

Registering your scanner is very important because it provides you with access to our free telephone support service. Registration also gives you free access to software updates for your scanner.

To register your scanner:

1. Right-click on the OneTouch icon in the Windows System Tray (at the bottom right corner of the screen).

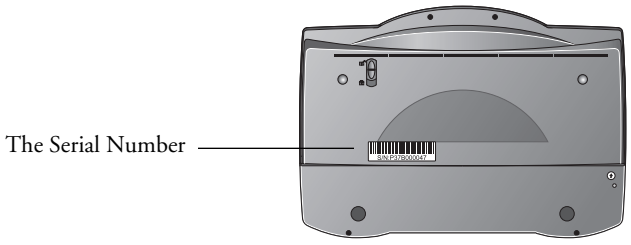
2. Choose **Check for Online Updates** from the pop-up menu.



3. Follow the instructions on the screen and register your scanner by entering your scanner's serial number and your email address.

Note: A valid email address is required.

The serial number is located on the underside of the scanner.



After registration is complete you will receive an email message with your RegID.

Your RegID is very important because you will need it when accessing free telephone support, or checking for future online updates.

4. Write down your RegID below so you will always know where to find it.

RegID:_____

Scanning

This chapter describes how to scan paper documents as well as 35mm slides and negatives.

You can use several different methods to scan from your scanner:

- Press a OneTouch button on the scanner
- Click a button icon on the on-screen OneTouch button panel
- Use the Basic Interface or Advanced Interface window from the PaperPort software

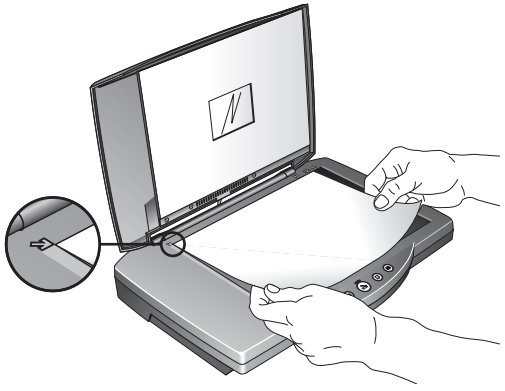
Note: To scan 35mm slides or negatives, you must scan from the PaperPort Advanced Interface (or other TWAIN software). See "Scanning 35mm Slides and Negatives" on page 32 for details.

SCAN PAPER DOCUMENTS WITH THE SCANNER BUTTONS

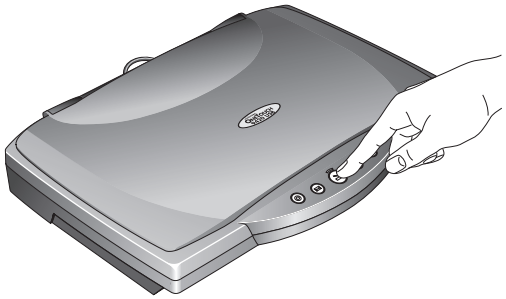
Pressing a scanner button scans the item, and then sends the image to the destination associated with the button.

To scan by pressing a OneTouch button on the scanner:

1. Place an item face down on the glass. Align the edge of the item with the arrow at the upper-left corner of the glass.

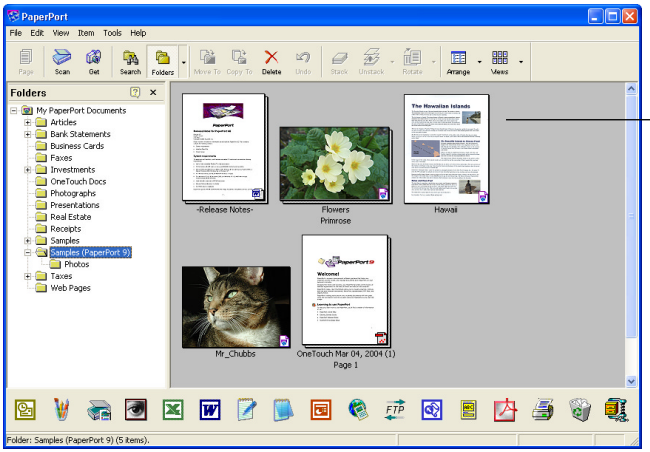


2. Close the document cover and press one of the OneTouch buttons.



The scanner starts scanning the item. A Scan progress window opens. To Cancel scanning, click the **Cancel** button.

When the scan is complete, a "thumbnail" of the scanned image appears in the destination application. In this example, the Destination Application is the PaperPort desktop.



A thumbnail of the scanned image appears in the Destination Application.

You can now work with the image in its Destination Application. See the ScanSoft PaperPort User's Guide on the Installation CD for more information about working with the image in PaperPort.

ABOUT THE ONETOUCH BUTTONS

The OneTouch buttons are preconfigured for typical scanning tasks. To change button settings, see "Configuring the OneTouch Buttons" on page 46.

The following table describes the preconfigured button settings:

Button	Function	Preconfigured Settings
	Scan	Scans the item as a color page and displays it in PaperPort.
	Email	Scans the item as a color photo and attaches it to a new email message in your email application.
	OCR	Converts the item's text to black and white word processing text, and displays it in a word processing application.
	Copy/Print	Prints the scanned item in black and white on your printer/copier at the printer/copier's default resolution.
	Custom	Scans the item as a color photo and displays it in an image processing application. If your computer is running Windows XP, and has a CD burner attached, the Custom button will be pre-configured to burn a CD.

Note: If a button is not preconfigured, the OneTouch Properties window opens when you press that button so you can configure the button manually. For example, if your computer does not have email software installed, the email button is not configured.

SCANNING FROM THE BUTTON PANEL ON THE SCREEN

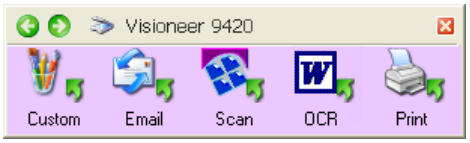
Scanning from the button panel on the screen works just like pressing a scanner button. The scanner scans the item, and then sends the image to the destination associated with the button. This method of scanning is especially helpful if the scanner is not located close to your computer.

To scan from the button panel on the screen:

1. Place an item face down on the glass. Align the edge of the item with the arrow marker at the upper-left corner of the glass.

2. Close the document cover and click the OneTouch icon in the Windows System Tray (at the bottom right corner of the screen).

   The button panel opens on the screen.



3. Click a scan button.

   The scanner starts scanning the item. When the scan is complete, the scanned image appears in the destination application.

4. To close the button panel, click the scanner icon in the button panel's upper-left corner.

The icons on the buttons indicate the destination application for the scanned image. For example, in the illustration above, the icon on the email button is for the email application, MS Outlook. When you click the email button, the item is scanned, and then MS Outlook opens. In this case, the scanned image automatically becomes an attachment to an email message.

ABOUT THE ONETOUCH BUTTON PANEL'S NAMES AND ICONS

The button names, such as Email or OCR, indicate the original factory settings for a button. For example, the Email button is set up to scan documents and then immediately attach them to a new email message in Microsoft Outlook Express. But you can change the Destination Application as well as the other aspects of the button.

A question mark for a button means your computer does not have appropriate software for the initial factory settings. For example, if your computer does not have a printer attached, the Copy button icon will have a question mark in it. In that case, you would probably want to change the button's Destination Application to something else. For instance, if you scan a lot of documents that have faint images, such as hand-drawn sketches in light pencil, you might want to change the button's Destination Application to Microsoft Paint, or some other drawing program. Then, when you click the Copy button, the scanned image is sent to Microsoft Paint as its Destination Application.

See "Configuring the OneTouch Buttons" on page 46 to change the settings of the buttons on the OneTouch Button Panel.

SCANNING FROM THE PAPERPORT SOFTWARE

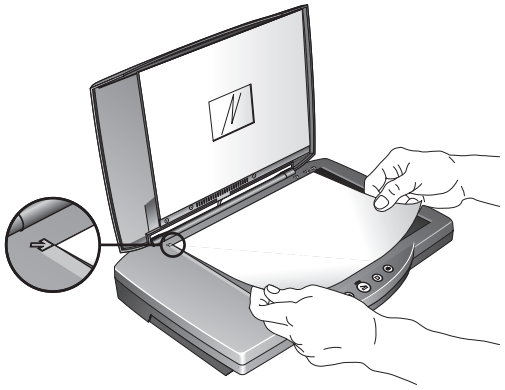
Instead of using a scanner button, you can scan directly from the PaperPort software. To scan a transparency you must scan from the PaperPort software or other TWAIN software; see "Scanning 35mm Slides and Negatives" on page 32.

You can also scan directly with other software that meets the TWAIN standards for scanning, which includes many graphics and imaging applications. Refer to the user's guides you received with those applications for their specific steps to scan.

Note: If your computer uses the Windows XP or ME operating system, you can also scan using the Microsoft WIA software. See "Scanning with the Windows Image Acquisition" on page 42 for details.

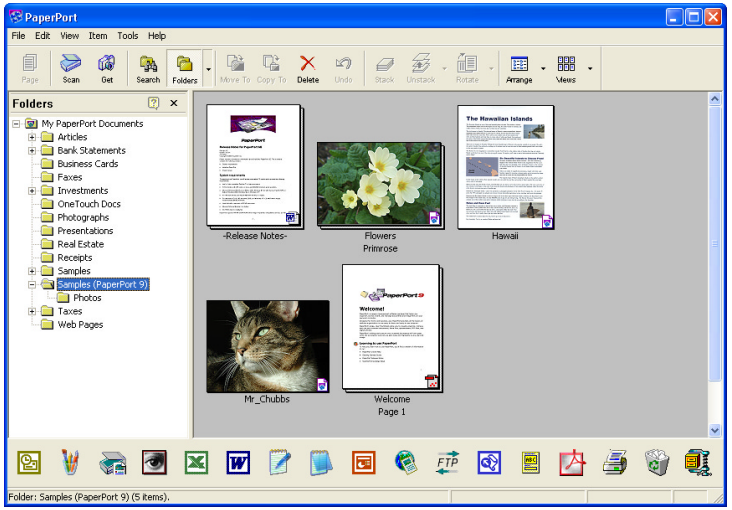
To scan an item from PaperPort:

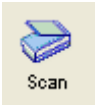
1. Open the scanner cover and place an item face down on the glass. Align the edge of the item with the arrow at the upper-left corner of the glass and then close the cover.



2. On the Windows taskbar, click **Start**, point to **Programs**, point to **ScanSoft PaperPort 9.0,** and then click **PaperPort**.

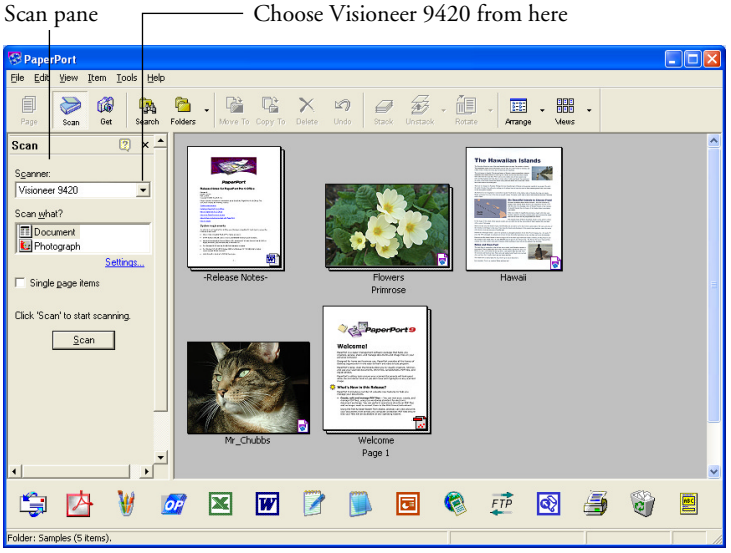
   The PaperPort desktop opens.



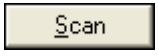


3. Click the **Scan** icon on the PaperPort command bar.

   The Folders pane is replaced by the Scan pane.



4. From the Scanner list, select **Visioneer 9420**.
5. In the "Scan what?" section, choose **Document** or **Photograph**.
6. Click **Settings** to view and change the format for the scanned item's file name and the file type. The default file type for documents is .pdf and the default for photographs is .jpg.
7. Use the **Single page items** check box as follows:
   - When the check box is selected, pages are scanned and placed on the PaperPort desktop.
   - When the check box is not selected, pages are scanned but not placed on the PaperPort desktop until you indicate the scanning job is finished.

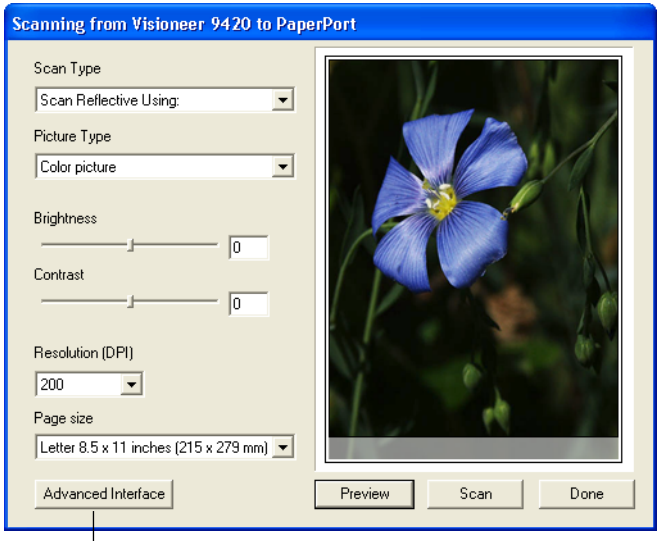


8. Click the **Scan** button in the Scan pane.

   The Basic Interface opens. You're ready to start scanning.

SCANNING FROM THE BASIC INTERFACE

The Basic Interface can scan a preview of the image so you can adjust its appearance before scanning the final image. After adjusting the appearance, you click the Scan button on the Basic Interface (not on the scanner) to scan the item.



Click the Advanced Interface button if you would rather scan with the Advanced Interface.

1. From the **Scan Type** menu, choose **Scan Reflective Using** to scan paper items.
2. Choose the color, grayscale, or black and white option from the **Picture Type** menu.

3. Click the **Preview** button.

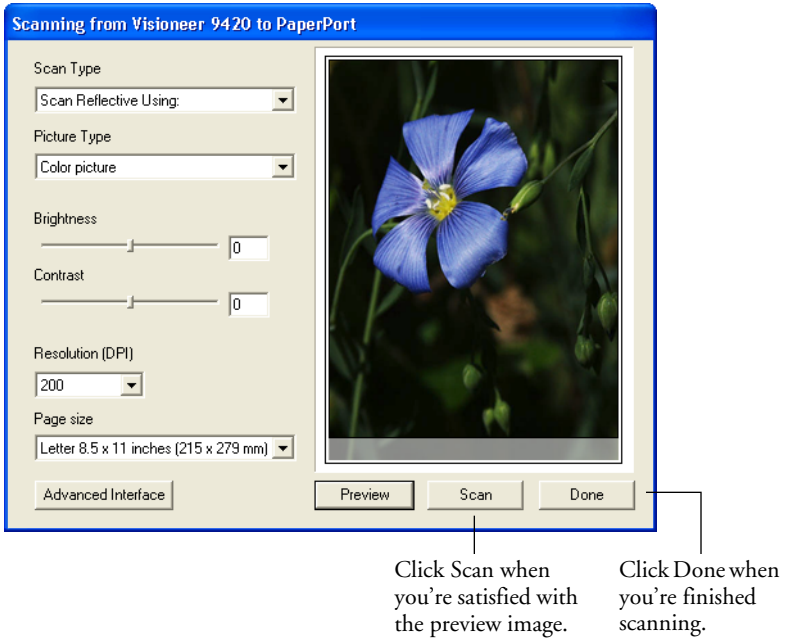
   The scanner scans the item and displays a preview image. You can now use the options on the Basic Interface to adjust the image.
4. To adjust the brightness and contrast, drag their sliders to the left or right.

5. To choose another resolution, use the **Resolution (DPI)** menu.

   You can also change the picture type again, for example, from color to grayscale, and you can change the paper size from the **Paper Size** menu. To scan only a portion of the image see the section "Scanning Part of an Image" on page 28.

6. To preview the item with the new settings, click the **Preview** button again on the Basic Interface.

7. When you are satisfied with the preview image, click **Scan**.



8. When you're finished scanning items, click **Done** to close the Basic Interface.

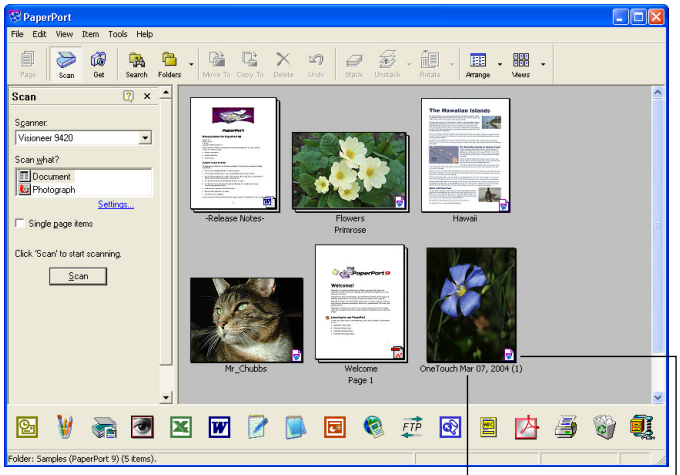
   If the **Single page items** check box is selected on the PaperPort desktop, the item appears as a thumbnail on the desktop.

   If the **Single page items** check box is not selected, thumbnails do not appear until you indicate the scanning job is finished. If you're scanning multiple pages, the pages appear as PaperPort stacks.

   See "The Single Page Items Check Box" on page 41.

9. On the PaperPort Scan message box, click **Done.**

   When scanning is complete, thumbnail images appear on the PaperPort Desktop.



A thumbnail image of the scanned item appears on the PaperPort desktop

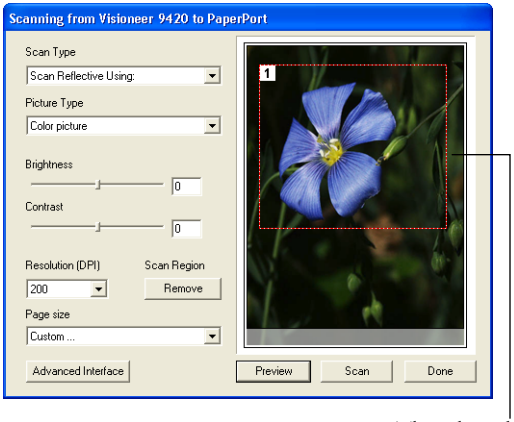
The small icon represents the file format, in this case the PaperPort format

SCANNING PART OF AN IMAGE

To scan part of an image, you draw a box around the part you want. The scanner then only scans that portion of the image and sends it to the PaperPort desktop.

1. Put the pointer on the image and drag a box around the section of the image that you want to scan.

   A dotted outline shows the selected area in the image.



This is the image that appears on the PaperPort desktop when scanning is finished.

The selected scan area.

   Note that the selected area in the example has the number "1" in its upper left corner indicating it is your first selected area. You can select up to six separate areas on an image at a time.

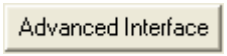
   You can now move or resize the outline to select the specific area you want to scan.

2. To move the dotted outline, put the pointer in the selected area and drag the mouse.
3. To resize the area, put the pointer on a dotted line and drag.
4. If the dotted line is not exactly where you want it, put the pointer on the line and drag the mouse.
5. If you want to remove the selected area and start over, click **Remove**.
6. Click **Scan** when you're ready to scan the portion of the image.

SCANNING FROM THE ADVANCED INTERFACE

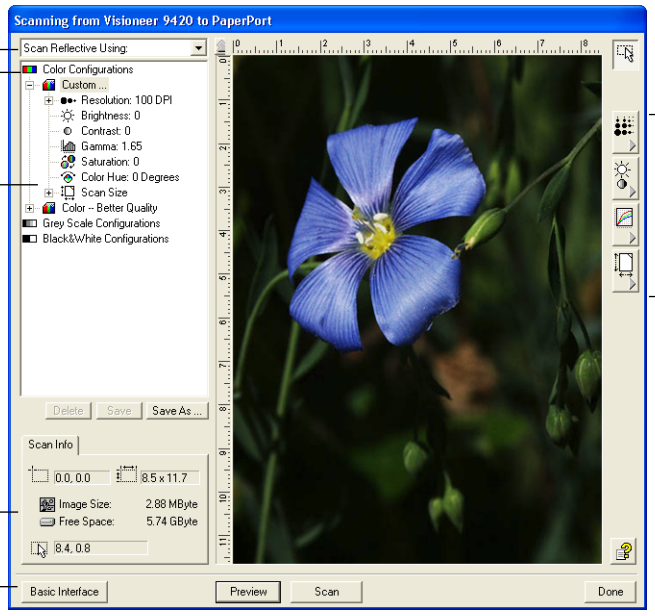
The Advanced Interface has more options for scanning than the Basic Interface.

1. Open the Basic Interface as described in the section "Scanning from the Basic Interface" on page 25.



2. Click the **Advanced Interface** button on the Basic Interface.

   The Advanced Interface appears.



Choose a scanning option. Scan Reflective Using is for scanning paper items. The other options are for transparencies.

Click an icon to select a configuration—Color, Grey Scale, or Black&White. Clicking the "+" sign shows details of the scan settings.

Click a setting in the list to change it. The setting's options appear on the right side of the Advanced Interface where you can make changes if necessary.

Check the Scan Info to make sure your computer has sufficient space for the image. Warning icons on this box appear if your computer does not have enough space for the scanned image's file.

If you don't need all the features of the Advanced Interface, click Basic Interface to return to it.

Click Preview to view the image in the window.

When you are satisfied with the scan settings, click Scan.

Use these buttons to manually select settings. See "Adjusting the Image on the Advanced Interface" on page 83 for details.

3. From the menu at the top left panel, select the type of scanning. Choose **Scan Reflective Using** to scan paper items. The other options are for scanning 35mm slides and negatives.

4. Click one of the icons to select a configuration.

   For example, select Color Configurations and then select Custom to scan a color item with the preset Custom scan settings.

   The configuration settings appear as a list. Click the + (plus) sign to see the full list. Click the - (minus) sign to collapse the list.

   - **Black&White** is for letters, memos, pen and ink drawings, and other black and white material. This setting produces the smallest file size for scanned items.
   - **GrayScale** scans the image using up to 256 true shades of gray. Use this setting to scan black and white photographs and other higher quality black and white images. You can also scan a color photo with this setting to turn its colors into gray shades. The file size is about one third the size of a color scan.
   - **Color** scans the image in full color. Use this setting to scan color photographs and other color images. The file size is the largest of the image type options.

5. Click the **Preview** button to view the image before scanning.
6. Review the image to determine if adjustments are needed.
7. To adjust a setting, click the setting in the list on the left below the selected configuration.

   A panel opens on the right side of the Advanced Interface for the selected setting. Select new options on that panel. See "Adjusting the Image on the Advanced Interface" on page 83 for details on changing scan settings.

8. (optional) To preview the image again, click the **Preview** button again. Readjust the settings if necessary.
9. When you're satisfied with the image, click the **Scan** button.

10. When you're finished scanning items, click **Done** to close the Advanced Interface.

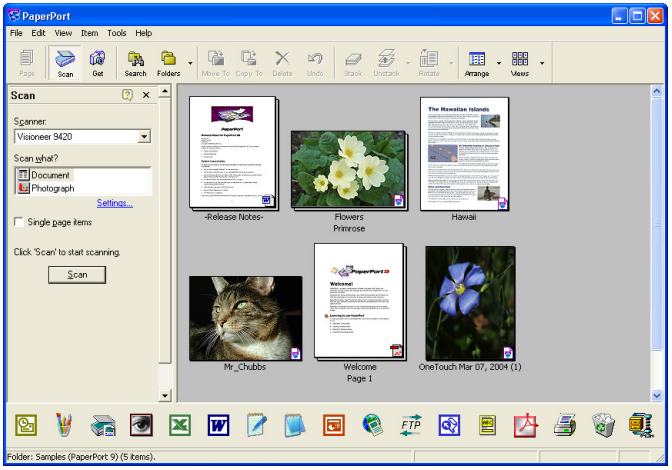
    If the **Single page items** check box is selected on the PaperPort desktop, the item appears as a thumbnail on the desktop.

    If the **Single page items** check box is not selected, thumbnails do not appear until you indicate the scanning job is finished. If you're scanning multiple pages, the pages appear as PaperPort stacks.

    See "The Single Page Items Check Box" on page 41.

11. On the PaperPort Scan message box, click **Done.**

    When scanning is finished, a thumbnail of the scanned image(s) appears on the PaperPort desktop.



12. Use the PaperPort software to work with the image.

GETTING HELP WITH THE PAPERPORT SOFTWARE

The PaperPort software includes a complete set of help topics that answer questions about each feature of the software. To open the Help Topics window, press the **F1** key or choose **PaperPort Help** from the Help menu.

You can also refer to the *PaperPort Getting Started Guide*.

SCANNING 35MM SLIDES AND NEGATIVES

Your 9420 OneTouch scanner is specially designed to scan 35mm slides and negatives. You can scan both positive and negative film images.

A BRIEF EXPLANATION

Your scanner has sensors that capture the image of the item being scanned. Those sensors are located in the body of the scanner. When you scan a paper item, the light in the bottom of the scanner shines up on the paper and reflects the paper's image down onto the scanning sensors. If a 35mm slide or negative is on the glass, however, the light from the bottom of the scanner would shine up through the transparent 35mm slide or negative and would not reflect its image onto the sensors. That is why your scanner has a light in its document cover. When you scan a 35mm slide or negative, the light in the bottom of the scanner turns off, and the light in the cover shines down through the film onto the sensors to capture the film's image.

To prepare to scan a 35mm slide or negative:

1. Find the appropriate mask for the item you're scanning. The masks are in a protective plastic bag with your scanner.

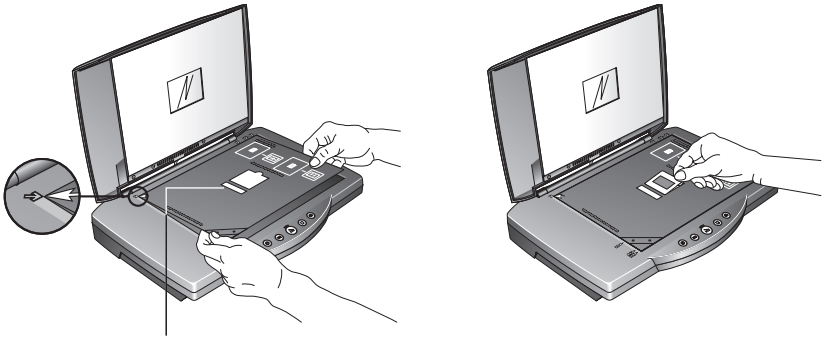
Mask for 35mm slides.

Mask for 35mm negatives.

2. *To scan a 35mm slide*, first position the 35mm mask on the glass. The mask has one square corner. Align that corner with the arrow on the scanner body.

   Make sure that the text on the 35mm mask faces up so the slide fits properly in the mask.

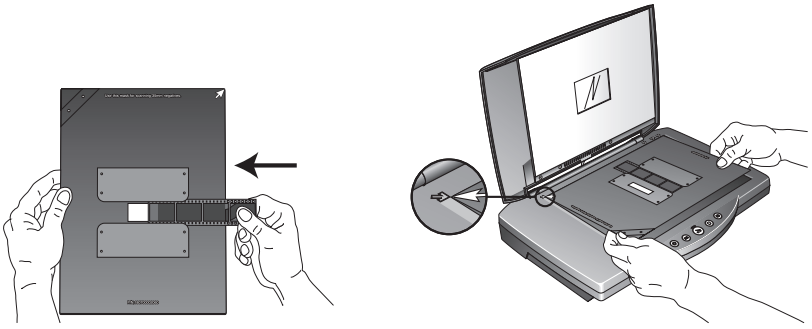
   Follow the directions on the mask and place the 35mm slide horizontally into the slide holder.



   Notice that the mask has a narrow slot next to the slide holder. That slot is for calibration to assure that you get the best possible scan results. Do not place items in the calibration slot.

3. *To scan a negative*, first slide the filmstrip into the 35mm negative mask and center the frame you want to scan in the opening.

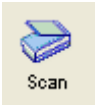
   Then position that mask on the glass and align its square corner with the arrow on the scanner body. Make sure the text on the mask faces up.



The 35mm negative mask also has a calibration slot. Do not place items to be scanned in the calibration slot.

You're now ready to scan the slide or negative using the PaperPort Advanced Interface.

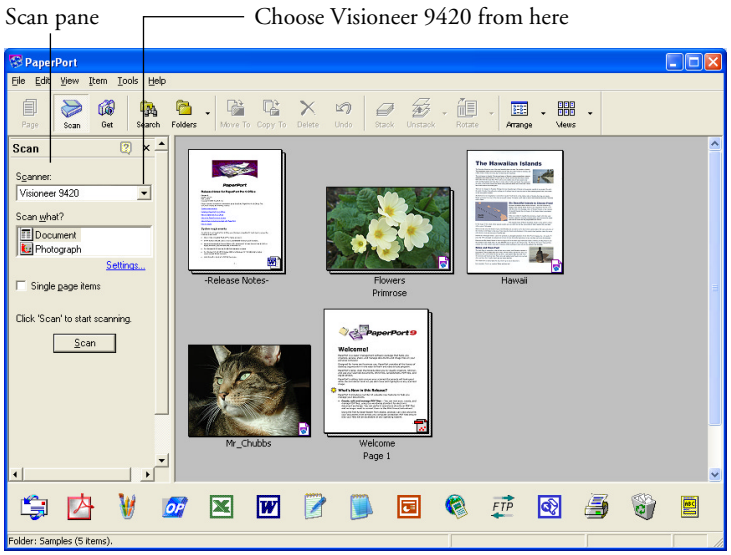
To scan a 35mm slide or negative:



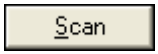
1. Start the PaperPort software and click the **Scan** icon on the toolbar.

Tip: You can also start the Advanced Interface from the scanner buttons by setting a button to "Configure Before Scanning." See "Selecting Options for a Button" on page 65.

The Folders pane is replaced by the Scan pane.



2. From the Scanner list, select **Visioneer 9420**.
3. In the "Scan what?" section, choose **Photograph**.



4. Click the **Scan** button in the Scan pane.

   The Basic Interface or Advanced Interface opens, depending on which one you used last. That is, if you used the Advanced Interface the last time you scanned from PaperPort, then it will open.

   You can only scan transparencies from the Advanced Interface.

5. If the Basic Interface appears, click the **Advanced Interface** button.

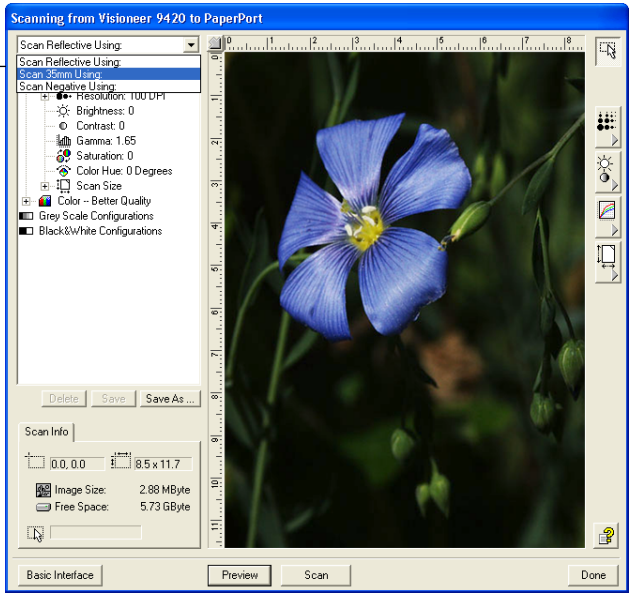
   The Advanced Interface appears.

6. Click the drop-down menu at the top of the Advanced Interface and choose the type of transparency to scan.

   Scan 35mm Using:—for a 35mm slide

   Scan Negative Using:—for a 35mm negative

Choose a transparency scanning option:
Scan 35mm Using: for 35mm slides
Scan Negative Using: for negatives



An image of the transparency then appears on the Advanced Interface.

7. Click **Preview** to preview the image and adjust settings as needed.
8. See "Adjusting the Image on the Advanced Interface" on page 83 for details about adjusting settings.

Tip: For 35mm slides or negatives, set the resolution to 1200 dpi or better. Visioneer recommends using a resolution of 2400 dpi. Refer to "Adjusting the Resolution" on page 84 for steps to set the resolution.

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9. Click **Scan** when you are satisfied with the image.
10. When you're finished scanning the slides or negatives, click **Done** to close the Advanced Interface.

    If the **Single page items** check box is selected on the PaperPort desktop, the item appears as a thumbnail on the desktop.

    If the **Single page items** check box is not selected, thumbnails do not appear until you indicate the scanning job is finished. If you're scanning multiple pages, the pages appear as PaperPort stacks.

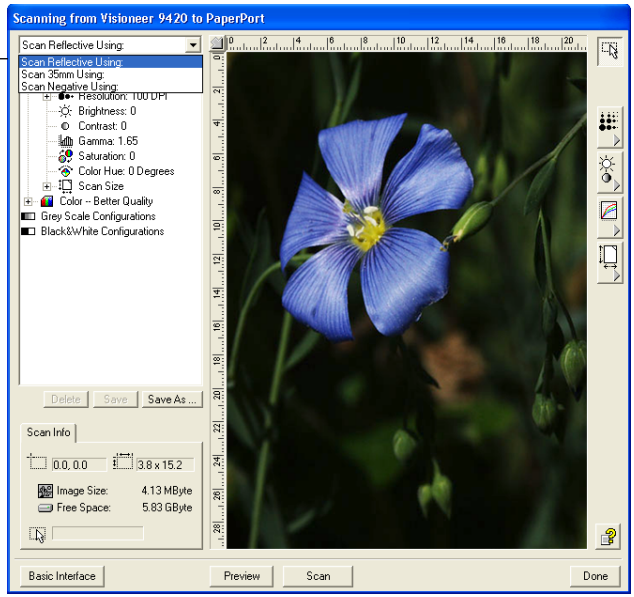
    See "The Single Page Items Check Box" on page 41.
11. On the PaperPort Scan message box, click **Done.**

    When scanning is finished, a thumbnail of the scanned image(s) appears on the PaperPort desktop.

WHEN YOU'RE FINISHED SCANNING TRANSPARENCIES

1. Remove the slide or negative from its mask.
2. Store the mask in its protective bag.
3. Later, when you re-open the Advanced Interface, make sure to choose **Scan Reflective Using** to reset PaperPort for scanning paper items.

Choose **Scan Reflective Using** to reset for scanning paper items



4. If you adjusted the resolution and other settings for scanning slides or negatives, reset those settings for scanning paper items.

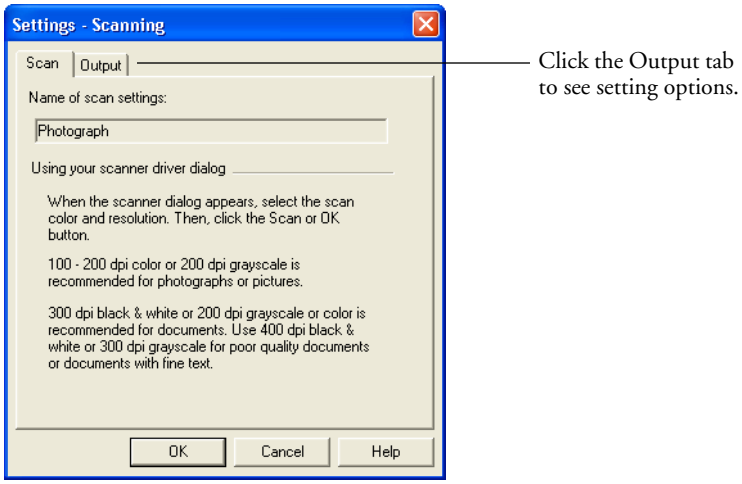
SELECTING PAPERPORT SETTINGS

Clicking the Settings option on the PaperPort Scan panel displays the Settings dialog box where you can change the naming of scanned items and their file type.

To select settings:

1. Click **Settings** on the Scan Pane before clicking the Scan button.

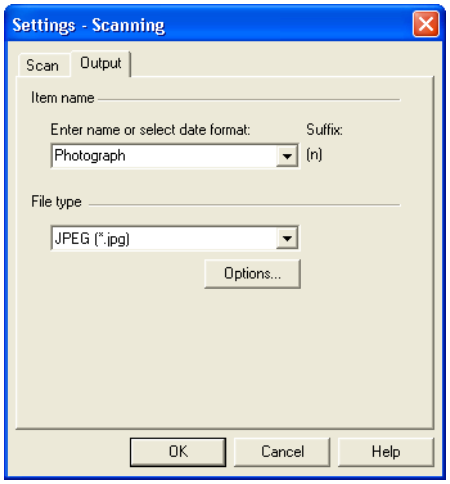
   The Settings dialog box appears.


Settings - Scanning
Scan
Output
Name of scan settings:
Photograph
Using your scanner driver dialog
When the scanner dialog appears, select the scan color and resolution. Then, click the Scan or OK button.
100 - 200 dpi color or 200 dpi grayscale is recommended for photographs or pictures.
300 dpi black & white or 200 dpi grayscale or color is recommended for documents. Use 400 dpi black & white or 300 dpi grayscale for poor quality documents or documents with fine text.
OK
Cancel
Help
Click the Output tab to see setting options.

   When the Scan tab is selected, as shown above, the dialog box shows information about the scan.

2. Click the **Output** tab.

   The Settings dialog box now has options for setting the name of scanned items, and their file type.



- **Enter name or select date format**—You have two basic options for the naming of scanned items: a text name, or a date.

  To give scanned items a text name, type the name in the box. For example, to name your scanned items Photograph, type the word *Photograph* in the box. From then on, each scanned item is named Photograph and is numbered sequentially, Photograph (1), Photograph (2), and so on.

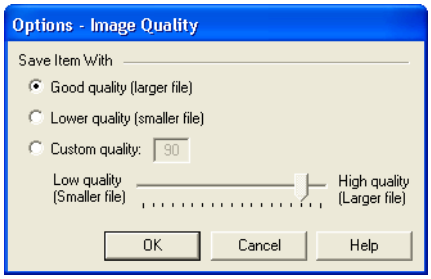
  To name each item by the date when it is scanned, click the menu arrow and choose one of the date formats, such as March 4, 2001. From then on each scanned item is named on the date when it is scanned, and numbered sequentially, May 23, 2004 (1), May 23, 2004 (2), and so on.

- **File type**—click the menu arrow and choose the file type for your scanned items, such as .jpg, .txt, or .bmp. Your scanned items are then converted to that file type and placed on the PaperPort Desktop. The small icon on the bottom right corner of the PaperPort thumbnails indicates the file type you selected.

This icon indicates the PaperPort format.

Depending on the file type you select, you may also be able to select image quality options.

Click the **Options** button to set options for the file type.



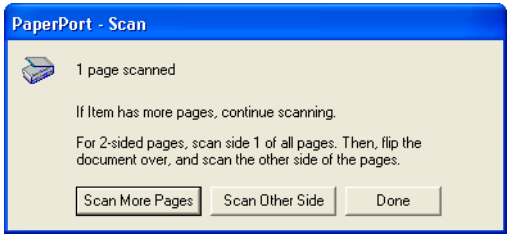
These options offer choices for the balance between image quality and file size. The higher the quality of the image, the larger the file size, and the lower the quality the smaller the size. For example, for images on your web site, you may accept less image quality and a smaller file size so images load faster on your web pages. The **Good Quality** and **Lower Quality** options produce reasonably good images. To select your own option, click **Custom** and drag the slider. Click **OK**.

ON THE PAPERPORT DESKTOP

- Unless you changed it with the Settings option, the name of the scanned image is the day, date, and number of scanned items that day. For example, the second item scanned on a day is followed by a (2), the third by a (3) and so on. To change a name, select its text and type a new name.
- The thumbnail images of the stack of documents has "go to page arrows" at their top right corners so you can click to flip through the pages in the stack. The page counter underneath the thumbnail name shows which page you're viewing.
- The small icon at the bottom right corner of the thumbnail image indicates the file format of the scanned item.

THE SINGLE PAGE ITEMS CHECK BOX

The Single page items check box (on the PaperPort Desktop Scan Pane) provides the option to add additional items to a scanning job. If the check box is selected, scanned items immediately appear on the PaperPort desktop. If the check box is not selected (this is the default), a message box appears when you close the Basic or Advanced Interface.


PaperPort - Scan
1 page scanned
If Item has more pages, continue scanning.
For 2-sided pages, scan side 1 of all pages. Then, flip the document over, and scan the other side of the pages.
Scan More Pages
Scan Other Side
Done

- Click **Scan More Pages** to scan additional pages and add them to the stack of items placed on the PaperPort desktop.
- Click **Scan Other Side** to scan the other side of previously scanned pages. This option is only available once.
- Click **Done** if you are finished scanning. The scanned items are placed on the PaperPort desktop.

See the *ScanSoft PaperPort User's Guide* for more about using PaperPort.

SCANNING WITH THE WINDOWS IMAGE ACQUISITION

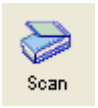
If your computer is running the Windows XP or ME operating system, you have a choice of scanning using the TWAIN-compliant Basic or Advanced Interfaces as described starting on page 23, or the Microsoft Windows Image Acquisition (WIA) standard as described below.

Note: To scan transparencies you must scan from the PaperPort Advanced Interface (or other TWAIN software). See "Scanning 35mm Slides and Negatives" on page 32 for details.

To scan an item:

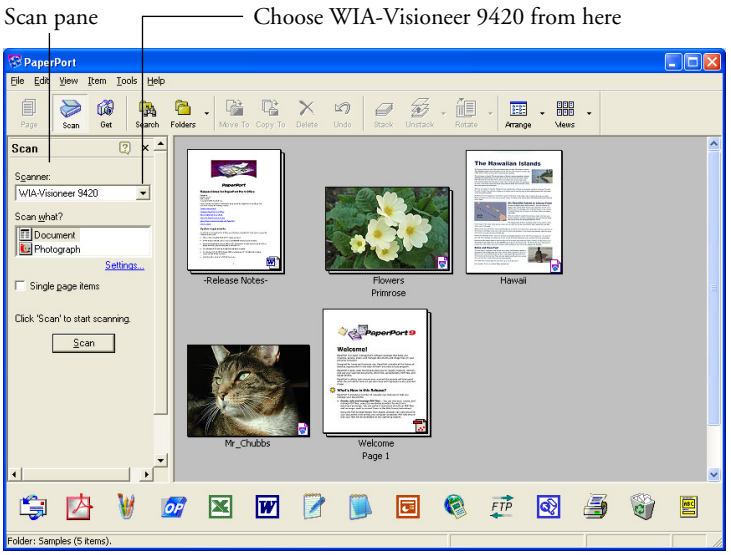
1. Open the scanner cover and place an item face down on the glass. Align the edge of the item with the arrow above the upper-left corner of the glass and then close the cover.
2. On the Windows taskbar, click **Start**, point to **Programs**, point to **ScanSoft PaperPort 9.0,** and then click **PaperPort**.

   The PaperPort desktop opens.



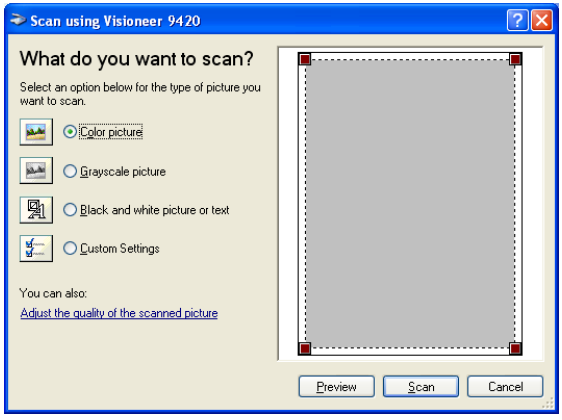
3. Click the **Scan** icon on the PaperPort command bar.

   The Folders pane is replaced by the Scan pane.



4. From the Scanner drop-down list, select **WIA - Visioneer 9420**.
5. In the "Scan what?" section, choose **Document** or **Photograph**.
6. Click **Settings** to view, and optionally change the format for the scanned item's file name and the file type.
7. Use the **Single page items** check box as follows:
   - When the check box is selected, pages are scanned and placed on the PaperPort desktop.
   - When the check box is not selected, pages are scanned but not placed on the PaperPort desktop until you indicate the scanning job is finished.
8. Click the **Scan** button in the Scan pane.

   The Scan using Visioneer 9420 window opens. Use this window to select scanning options and start the scanner.


Scan using Visioneer 9420
What do you want to scan?
Select an option below for the type of picture you want to scan.
Color picture
Grayscale picture
Black and white picture or text
Custom Settings
You can also:
Adjust the quality of the scanned picture
Preview
Scan
Cancel

9. Select the button most appropriate for the item you're scanning.

   To scan with the Custom Settings option see the next section, "Fine Tuning Your Scans".
10. Click **Preview** to preview the image before scanning.

    The image is displayed on the right side of the window.

11. Adjust the settings of the previewed image:
    - Change the button selection for the type of item.
    - Adjust the custom settings.
    - Change the size of the scanned image. Click and hold the mouse pointer over one of the four sizing-boxes on the corners of the previewed image. Then drag the box to increase or decrease the size of the image.
12. Preview the image again, or click the **Scan** button.

    The scanned image is displayed on the PaperPort desktop.

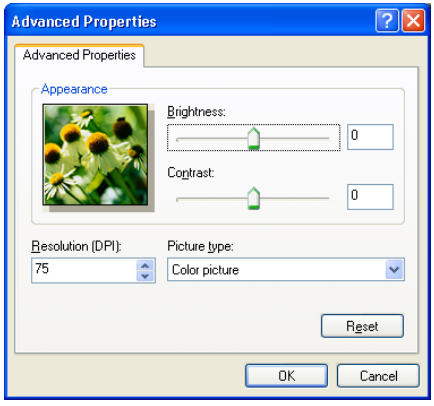
FINE TUNING YOUR SCANS

You can select new settings before scanning to adjust how you want to scan a particular item.

To select the scanner settings before you scan:

1. On the Scan using Visioneer 9420 window, select the **Custom Settings** button, and then click **Adjust the quality of the scanned picture**.

   The Advanced Properties dialog box opens.



2. Select the options for scanning.

Brightness and **Contrast**—Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to **Black and White picture or text**.

Resolution (DPI)—Choose the dots per inch (dpi) of resolution from the drop-down list. The maximum resolution is 600 dpi and the minimum is 50 dpi for Windows XP, and 75 dpi for Windows ME. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

Picture type—Select the appropriate type from the drop-down list.

3. Click **OK**.

   The Custom Settings button is set to scan with the new options.

   If you want to reset the settings and start over, click **Reset**.

Configuring

You can configure the default scanning settings for:

- The buttons on the scanner and the button panel
- The Advanced Interface (used when scanning from the PaperPort software)

CONFIGURING THE ONETOUCH BUTTONS

When you first connect your scanner to a computer, the scanner's software configures each OneTouch button with appropriate settings consisting of: a **Destination Application**, a **Scan Configuration**, and a **Document Format**. If you want to change the settings, you reconfigure the buttons by selecting new options from the OneTouch Properties window.

When you change button settings, the changes are applied to the button on the scanner as well as the same button on the button panel.

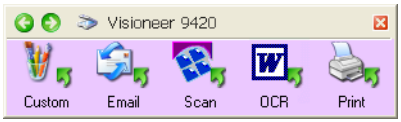
To open the OneTouch Properties window:

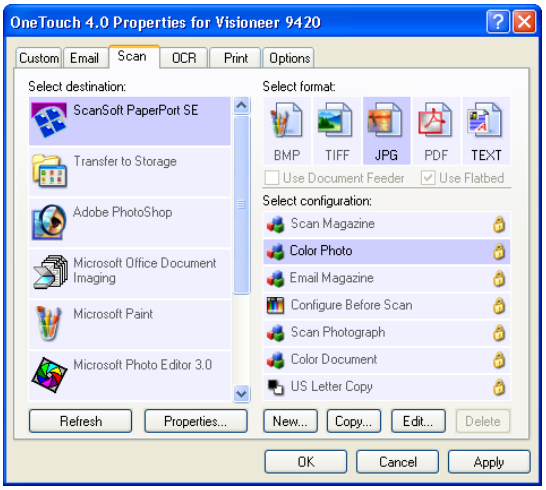
1. Click the OneTouch icon.
2. On the button panel, right-click the button you want to configure.

Note: Remember that left-clicking a button on the OneTouch Button Panel starts the scanner scanning. *Right-clicking* opens the OneTouch Properties window.

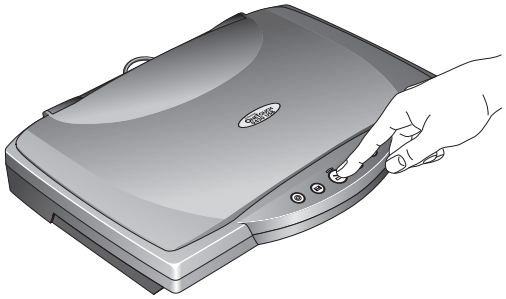
The OneTouch Properties window opens for that button.

Right-click on a button (for example, the Scan button) and the Properties window opens for that button.





- You can also open the OneTouch Properties window by pressing and holding down a button on the scanner. The OneTouch Properties window then opens to the settings for that button.

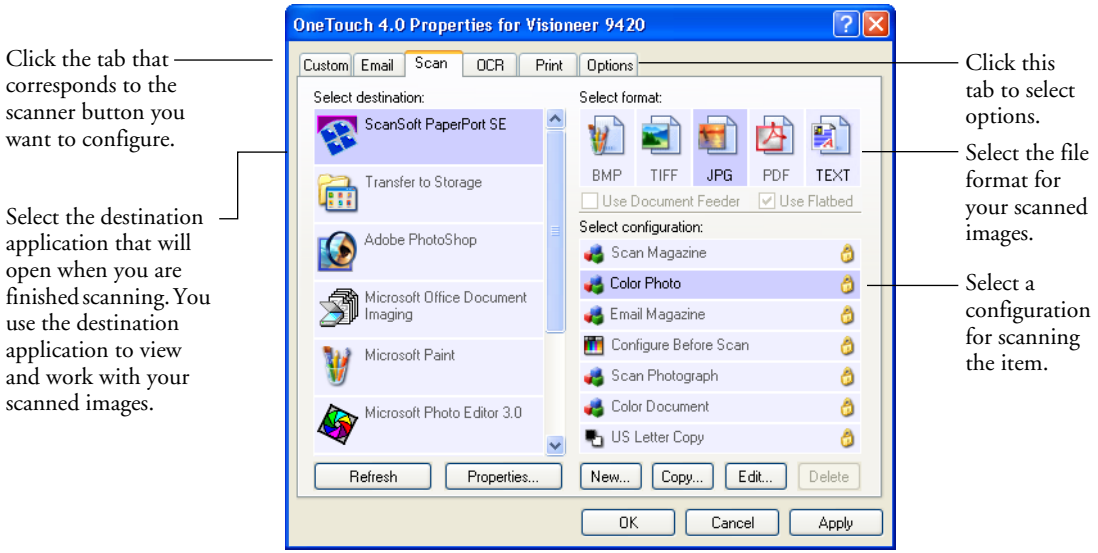


ABOUT THE ONETOUCH PROPERTIES WINDOW

The OneTouch Properties window is where you can select new settings for the buttons. The tabs across the top of the window correspond to the buttons on the scanner.

Note: Some of the options on the OneTouch Properties Window (and other OneTouch windows and dialog boxes) are "grayed out" and are not available. Grayed out options are not appropriate for your Visioneer 9420 scanner. If you use the OneTouch application with other Visioneer scanners, grayed out options become active, if appropriate.

The following example of the OneTouch window shows the settings for Scan Button. The button is set to scan with the scan configuration named Color Photo and then open ScanSoft PaperPort to display the scanned image. The format option is set to scan in the JPG image format.



The settings on the Properties window are:

Select Destination—the list of applications that can open to display the scanned image for the selected button. To configure the list of available applications, click the Options tab at the top of the dialog box and select the desired options. See "Selecting Options for a Button" on page 65 for more information.

Select Configuration—the list of available scan configurations for the selected button. The configuration settings include: scanning mode, resolution (dpi), page size, brightness, color saturation, hue, and gamma. To see a selected scan configuration's settings, click on it in the list. Click again to close the detailed information.

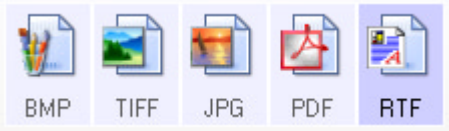
Click a configuration to view the details of its settings. Click again to close the details.

The icons next to each scan configuration indicate the scanning mode.

Color | Black and White | Grayscale | Configure Before Scan

Note: Use Configure Before Scan if you want to set the scanning mode manually before scanning. See "Configuring Before Scanning" on page 75.

Select Format and Page(s)—a set of file formats for the scanned image for the selected button. The formats are based on the type of destination application you select.



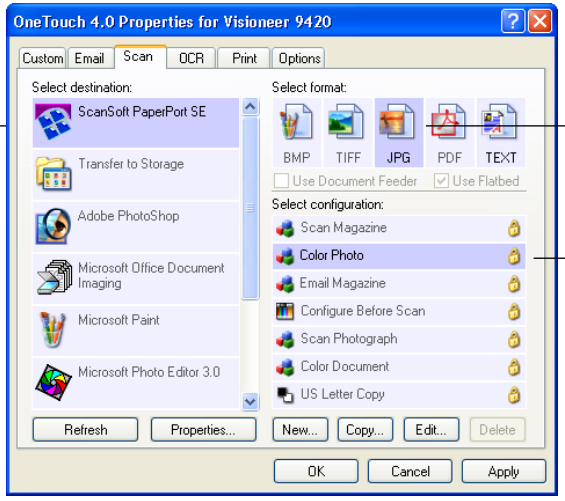
The button names indicate their file types. See "Selecting File Format Options" on page 61 for more about the formats.

Options tab—displays a window for choosing options related to the selected destination application.

SELECTING NEW SETTINGS FOR A BUTTON

For each of the five OneTouch buttons, you can select a new **Destination Application**, **Scan Configuration**, and **Document Format**.

Select a software application as the destination to send scanned images.



Select a format for the scanned image

Select a configuration for scanning the item.

To select new settings for the Scanner Button:

1. Click the tab of the button you want to change.

   Each button has its own settings. So, as you click the tabs, the available settings on the window change to show them for each button.

2. From the **Select Destination** list, select the application where you want documents sent when scanning is finished.

   See "Selecting Options for a Button" on page 65 to display a full list of the Destination Applications that you can use with the scanner.

Note: If you select a word processing program such as Microsoft WordPad or Microsoft Word and a page format that can be used for OCR (such as Text or RTF) the text in scanned images is automatically converted to word processing text.

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3. From the **Select Configuration** list, select a scan configuration.

   To scan in color, select one of the configurations indicated by the small color icon, such as the Color Document configuration.

   The scan configuration list is preset for the application you select in the Select Destination list. If you select a different application, the configurations are for that application. However, you can create your own scan configurations as well.

4. Select a **Format** option.

   The available options apply to the Destination Application you select. For example, if you select Microsoft Word as the Destination Application, the available formats are for text, such as .txt and .rtf. But if you select Microsoft Paint as the Destination Application, then the available formats are for graphics, such as .bmp and .jpg.

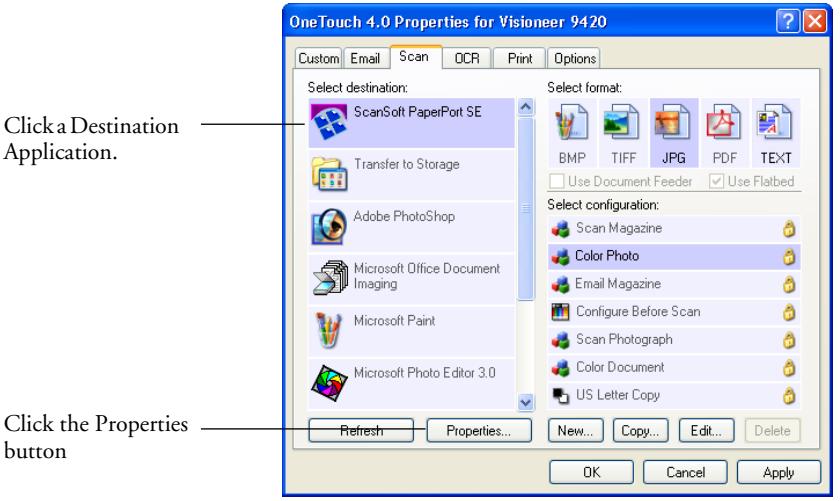
5. Click **OK**, or if you want to keep the window open and work with other features, click **Apply**.

   Now when you press or click a scanner button, the document is scanned using the new settings for that button.

SETTING DESTINATION APPLICATION PROPERTIES

The different types of Destination Applications have various properties that you can select.

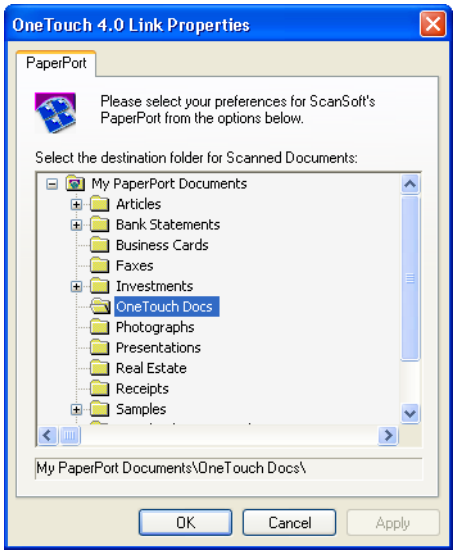
1. On the OneTouch Properties window, click a Destination Application.
2. Click the **Properties** button.



A OneTouch 4.0 Link Properties dialog box appears for the type of Destination Application you selected, and the available options are for that type of application.

PAPERPORT PROPERTIES

These properties apply to PaperPort, and are for designating the folder to receive your scanned items.

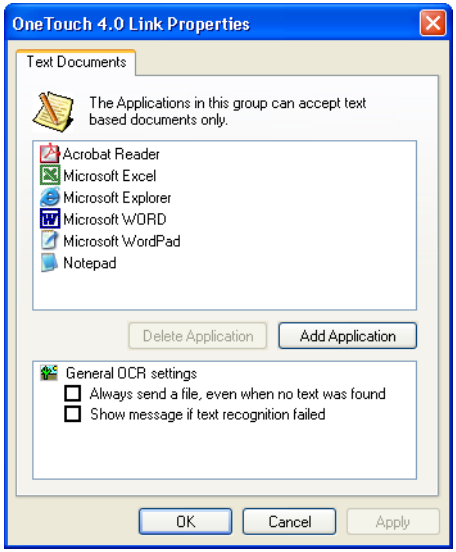


1. Select the PaperPort folder where you want the file of the scanned image to be located.
2. Click **OK**.
3. Click **OK** or **Apply** on the OneTouch Properties window.

   When PaperPort opens after you finish scanning, the thumbnails of your scanned documents are on the Desktop in that folder.

TEXT DOCUMENTS PROPERTIES

These properties apply to Microsoft Word, Excel, Adobe Reader, and the other applications indicated by their icons in the list. The properties apply to the OCR settings for the applications.



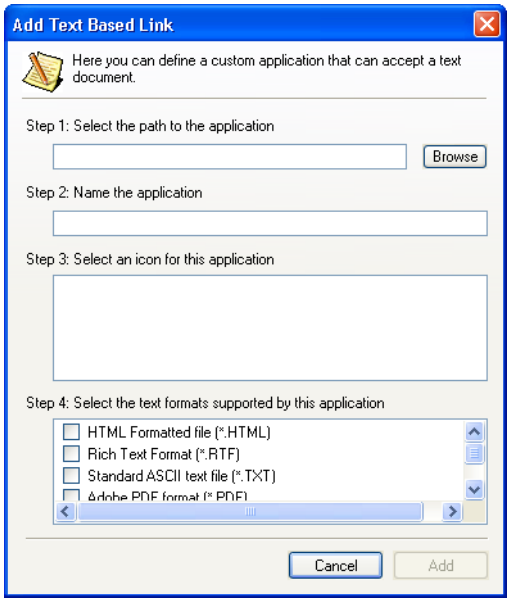
1. Click in the OCR settings boxes for the options you want.

   The options will apply to all the applications in the group.

   - **Always send a file, even when no text was found**—The scanned file is sent to the OCR reader even if the image does not appear to contain text. This could occur if you scanned a photograph with a OneTouch button set for text applications.
   - **Show message if text recognition failed**—A message will appear on the screen if the OCR reader does not detect text in the image.

2. To add another application to the list, click the **Add Application** button.

   The Add Text Based Link dialog box appears.


Add Text Based Link
Here you can define a custom application that can accept a text document.
Step 1: Select the path to the application
Browse
Step 2: Name the application
Step 3: Select an icon for this application
Step 4: Select the text formats supported by this application
HTML Formatted file (*.HTML)
Rich Text Format (*.RTF)
Standard ASCII text file (*.TXT)
Adobe PDF format (*.PDF)
Cancel
Add

3. Click **Browse** to find the application you want to add to the list.

   When you select the application using the Browse button, steps 1, and 2 on the dialog box are automatically filled in, and the application icon appears in step 3.

4. Select the icon in Step 3.

   To select the options in step 4 on the dialog box, refer to the documentation that you received with the application to see which text formats it supports.

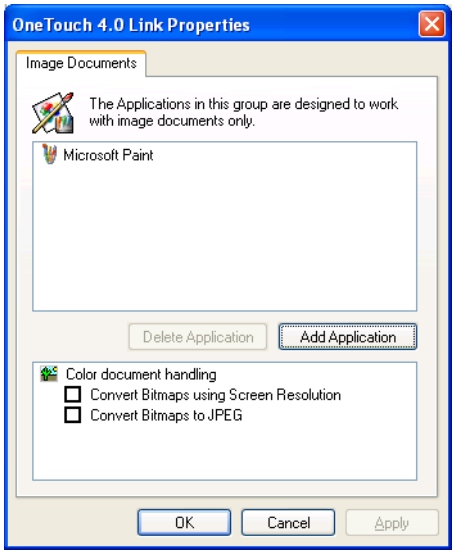
   The boxes you select here determine the Page Format icons that appear on the OneTouch Properties window for that group of applications.

5. Click the **Add** button.

6. Click **OK** or **Apply** on the OneTouch Properties window.

IMAGE DOCUMENTS PROPERTIES

These properties apply to Microsoft Paint and other image processing applications.



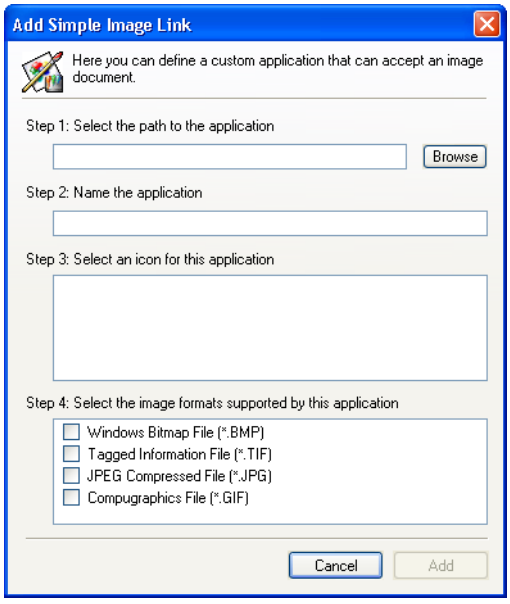
1. Click in the color document handling settings boxes for the options you want.

   The options will apply to all the applications in the group.

   - **Convert Bitmaps using Screen resolution**—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.
   - **Convert Bitmaps to JPEG**—JPEG files can be compressed to produce smaller files sizes and, therefore, shorter transmission times. Use this option to provide that compression capability to image files.

2. To add another application to the list, click the **Add Application** button.

   The Add Simple Image Link dialog box appears.


Add Simple Image Link
Here you can define a custom application that can accept an image document.
Step 1: Select the path to the application
Browse
Step 2: Name the application
Step 3: Select an icon for this application
Step 4: Select the image formats supported by this application
Windows Bitmap File (*.BMP)
Tagged Information File (*.TIF)
JPEG Compressed File (*.JPG)
Compugraphics File (*.GIF)
Cancel
Add

3. Click **Browse** to find the application you want to add to the list.

   When you select the application using the Browse button, steps 1 and 2 on the dialog box are automatically filled in, and the application icon appears in step 3.

4. Select the icon in Step 3.

   To select the options in step 4 on the dialog box, refer to the documentation that you received with the application to see which formats it supports.

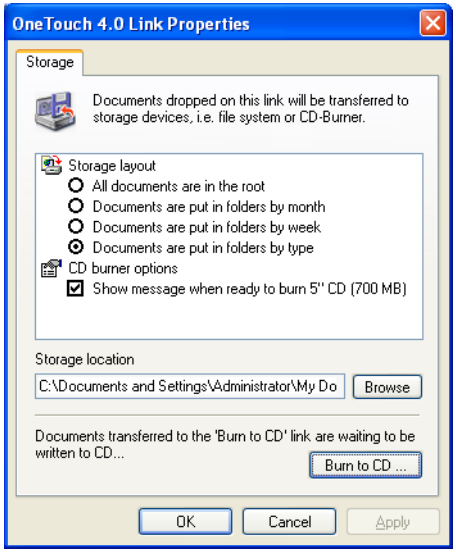
   The boxes you select here determine the Page Format icons that appear on the OneTouch Properties window for that group of applications.

5. Click the **Add** button.

6. Click **OK** or **Apply** on the OneTouch Properties window.

STORAGE PROPERTIES

These properties apply to the Destination Application named Transfer to Storage. If your computer is running Windows XP and has a CD burner attached to it, you also use this dialog box to start the Burn to CD process.


OneTouch 4.0 Link Properties
Storage
Documents dropped on this link will be transferred to storage devices, i.e. file system or CD-Burner.
Storage layout
All documents are in the root
Documents are put in folders by month
Documents are put in folders by week
Documents are put in folders by type
CD burner options
Show message when ready to burn 5" CD (700 MB)
Storage location
C:\Documents and Settings\Administrator\My Do
Browse
Documents transferred to the 'Burn to CD' link are waiting to be written to CD...
Burn to CD ...
OK
Cancel
Apply

Note: If you do not have a CD burner attached to your computer, the CD options are not shown on the dialog box.

1. Click the Storage Layout options you want.
   - **All documents are in the root**—The scanned documents are saved in the root of the folder specified in the Storage Location.
   - **Documents are put into folders by month, week, or type**—Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders. New folders are created for each month and week so you can keep track of when you scanned the documents.
2. Click the **Browse** button to specify the location to store the scanned documents, or type a location directly into the box.

3. If you have a CD burner attached to your computer, the option **Show message when ready to burn 5" CD (700MB)**, should be selected.

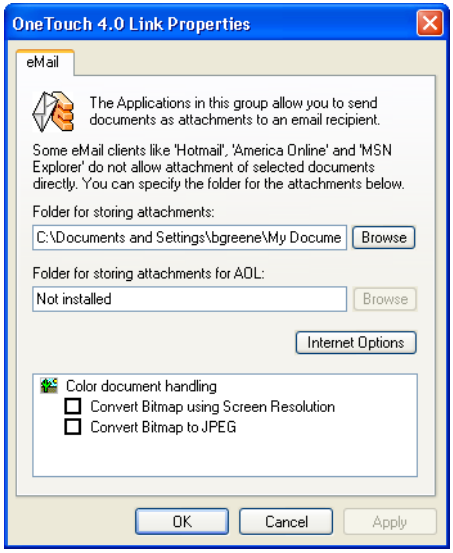
   You'll see a message when it's time to click the **Burn CD** button.

4. Click **OK**.

5. Click **OK** or **Apply** on the OneTouch Properties window.

EMAIL PROPERTIES

These properties apply to email applications so you can specify the folder for documents that you will attach to an email message. Microsoft Outlook and AOL Version 9 accept direct attachment of documents to a blank email message as soon as scanning is finished, but other email applications do not. If you're using one of those applications, you need to know which folder contains the scanned documents so you can manually attach them to your email messages.


OneTouch 4.0 Link Properties
eMail
The Applications in this group allow you to send documents as attachments to an email recipient.
Some eMail clients like 'Hotmail', 'America Online' and 'MSN Explorer' do not allow attachment of selected documents directly. You can specify the folder for the attachments below.
Folder for storing attachments:
C:\Documents and Settings\bgreene\My Docume
Browse
Folder for storing attachments for AOL:
Not installed
Browse
Internet Options
Color document handling
Convert Bitmap using Screen Resolution
Convert Bitmap to JPEG
OK
Cancel
Apply

1. Click the **Browse** button for **Folder for storing attachments** and choose a folder for your email attachments.
2. Click the **Browse** button to specify the location to store them, or type a location directly into the box.

   See the steps on page 57 to add an application.
3. If you are using America Online (AOL) on your computer, and the folder name for AOL is incorrect, click the **Browse** button and find the correct AOL folder.

   Normally the folder that AOL uses to store attachments will be listed in the box. For AOL versions prior to version 9.0, the folder has to be the specific folder AOL uses to find attachments. AOL 9.0, however, can attach documents automatically after scanning is finished.
4. If you need to set or change any internet options for AOL click the **Internet Options** button.

   The Windows Internet Options Control Panel appears. See your Windows documentation and AOL user manual for the settings on the Windows Control Panel
5. Select the options for color document handling.
   - **Convert Bitmaps using Screen resolution**—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.
   - **Convert Bitmaps to JPEG**—JPEG files can be compressed to produce smaller files sizes and, therefore, shorter transmission times. Use this option to provide that compression capability to image files.
6. Click **OK**.
7. Click **OK** or **Apply** on the OneTouch Properties window.

SELECTING FILE FORMAT OPTIONS

The option that you select determines the file format of the scanned document. Appropriate format options and file types are available for the type of Destination Application selected for the button.

The available options are for images and text.

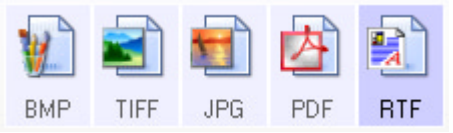


Image Formats

Text Formats; RTF is only one of several text formats available.

The Text Formats are for text file types. The names of the formats indicate their file types. See "Text Formats" on page 63 for details.

IMAGE FORMATS

Select an image file format for photos, artwork or other documents that you want to save as images. BMP and TIFF are standard image file formats generally used if you want to do additional image processing, such as photo touch-up or color correction. Both of those file formats tend to be larger than the JPG format.

Because JPG image files can be reduced in size, the JPG format is often used for images on web pages, or if file size might be a problem when electronically sending the files. JPG files are reduced in size by lowering their image quality, and you can select the degree of quality for your scanned images from the JPG page format icon.

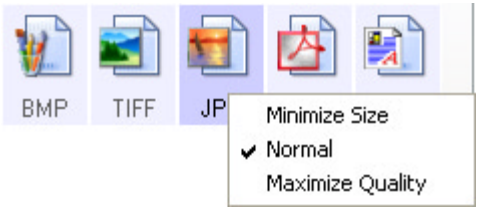
The PDF format is often used to create images of text pages. You may want to select PDF as the page format when scanning text pages that do not require OCR processing or other processing. The PDF format is also used to put multi-page documents on web sites as pdf-readable files. As with the JPG option, the PDF format can be reduced in size or quality.

Note: The Adobe Acrobat Reader application must be installed on your computer before you can use the PDF format.

To select a JPG or PDF file size:

1. Select **JPG** or **PDF** as the page format.
2. Right-click on the **JPG** or **PDF** icon.

   A menu appears.



3. Choose the file size/image quality option for your scanned images.

   Minimize Size—Smallest file size, lowest image quality.

   Normal—Medium file size, some loss of image quality.

   Maximum Quality—Largest file size, no loss of image quality.

   Your selection pertains only to the button currently selected on the OneTouch Properties window. Other buttons that have JPG or PDF selected as the Page Format are not affected, so you can set the JPG or PDF file size/image quality independently for each button.
4. Click **OK** or **Apply** on the OneTouch Properties window.

TEXT FORMATS

Selecting the text format option also selects OCR processing as an automatic step for scanning. Therefore, when you scan a document with the text format selected, the text portions of the document are automatically converted to editable text.

Select a text format for documents with text or numbers, such as a business letter, report, or spreadsheet. The text format icon has several file formats available, depending on the Destination Application you select.

The specific file format is the file name extension on the text format icon.

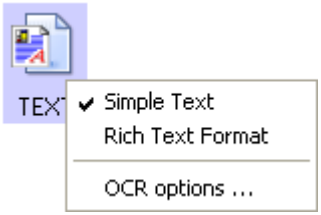
The specific text format; this example is for rich text format (.rtf).

As you select Destination Applications that are text applications, the text format icon changes to match the file type of the application. In some cases, the Destination Application supports several file types, and you can right-click on the icon to choose the particular file type and OCR options for that application.

To select a file type for the text format:

1. Select the Destination Application.
2. Right-click on the text format icon.

   A menu appears. The following figure shows a sample for the Text format.



3. Choose the file type—Simple Text or Rich Text Format—that you want for the text format.

   Your selection of a file type pertains only to the button currently selected on the OneTouch Properties window. Other buttons that have a text option selected as the Page Format are not affected, so you can set the text file type independently for each button.

Simple Text—The .txt file format. Text with no formatting; used by the standard Microsoft Notepad application.

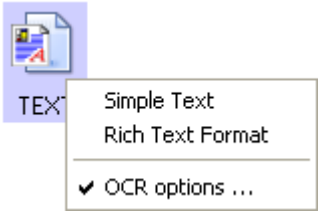
Rich Text Format—The .rtf file format. Text that retains formatting when converted. Available with Microsoft Wordpad and Word.

Excel Spreadsheet—The .xls file format used by Microsoft Excel.

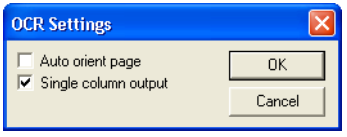
4. Click **OK** or **Apply** on the OneTouch Properties window.

To select OCR Options:

1. Right-click on the text format icon.
2. Choose **OCR options** from the menu.



A dialog box appears for choosing the OCR options.



3. Select the options for the OCR text.

   Auto orient page—if necessary, the scanned text page is automatically rotated so the text displays on the screen correctly

   Single column output—displays the scanned text as a single running column, even if the original page had multiple columns

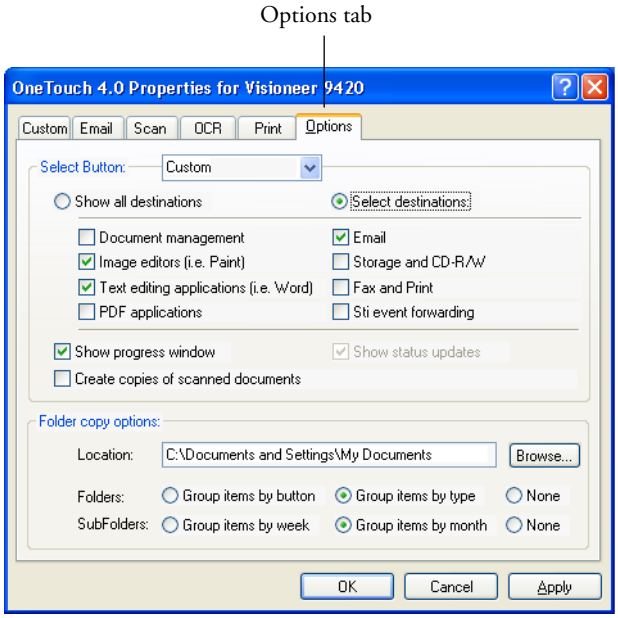
4. Click **OK**.

SELECTING OPTIONS FOR A BUTTON

The OneTouch Options determine the types of Destination Applications available for a button, as well as the location of the files of your scanned items.

To select options:

1. Open the OneTouch Properties window and click the **Options** tab.



2. Click the menu arrow and choose the button for new options.

3. Select button options as described below.

   - **Show All Destinations**—This option selects all the Destination Application categories. The list of Destination Applications available for the selected button will include all the applications on your computer that fall into these categories. The list also includes printers and other devices connected to your computer so, for example, you can scan an item and have it printed immediately.

   - **Select Destinations**—Select this option to individually choose the types of applications to include in the list of Destination Applications. Check the boxes for the type of application to include.

     Document Management includes PaperPort and other applications for processing and keeping track of your scanned documents.

     Image Editors include Microsoft Paint and other drawing and graphics applications.

     Text Editors include Microsoft Word and WordPad, Microsoft Excel, and other word processing and spreadsheet applications. Select this option if you want OCR processing to convert your scanned documents to text that you can edit.

     PDF applications are for documents scanned to PDF format. The PDF format is only available if Adobe Acrobat Reader is installed on your computer.

     Email includes Microsoft Outlook and other email applications. If you are using Microsoft Outlook or AOL Version 9.0 (or later) your scanned images are added to a blank email message.

     Storage and CD-R/W is for either storing scanned documents in a folder, or sending them to a CD burner to create a CD containing the scanned documents. See "Transferring Scanned Documents to Storage" on page 79 and "Scan and Burn to a CD" on page 77 for details.

Fax and Print is for sending your scanned documents directly to your printer or fax software for faxing.

Sti Event Forwarding is for using another application's interface for scanning. The OneTouch Event Forwarding dialog box appears so you can select which application to use to continue scanning. See "Scanning with Event Forwarding" on page 76 for details.

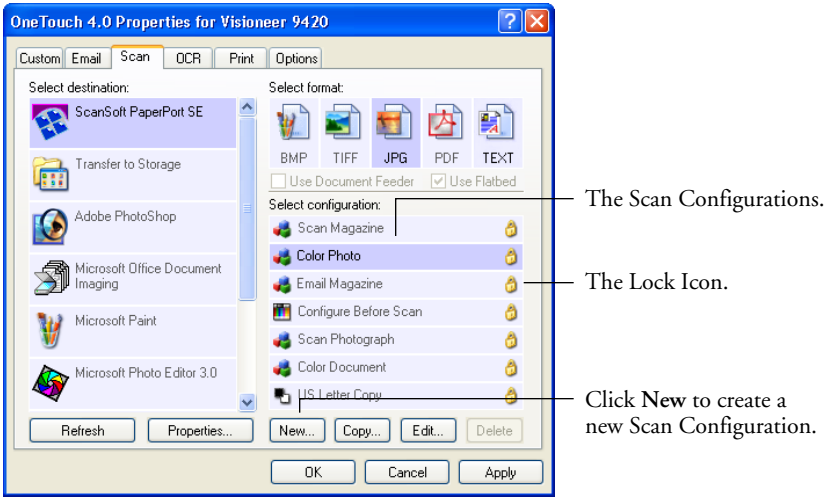
4. After selecting a new type of Destination Application, click the **OK** or **Apply** button to review the settings.

   - **Show Progress Window**—Select this option to display the progress window of the document(s) during scanning.
   - **Create copies of scanned documents**—Select this option if you want a copy of your scanned documents to be saved in the folder specified in the Folder Copy Options section. Note that these copies are in addition to the scanned files sent to the Destination Application. For example, if the Destination Application is Microsoft Word, two copies are saved—one in the Word folder and the other in the copy location folder. This option is not available if you have Document Management or Storage and CD-R/W selected as the Destination Application type.
   - **Folder Copy Options**—Type the name and path of the folder where you want to store copies of scanned documents, or click the **Browse** button and find the folder for the copies. Select the grouping option for the documents. Group by button groups the documents under the name of the OneTouch button. For example, if the button is named Printer, the documents are grouped under the name Printer. Group by type groups the scanned documents by the type of file, such as .txt or .jpg. If you also want to group them by date you can choose the week and month options.

5. Click **OK** to save the options for the selected button.

CREATING A NEW SCAN CONFIGURATION

The scan configurations are where you select the scanning resolution, brightness, mode (color, black&white, or grayscale), and a number of other settings.



Note the lock icon on the preset configurations. Although you can unlock and edit the preset configurations, we recommend that you leave them locked, and only add new configurations. That way, you will always have the original factory-set configurations available.

To create a new configuration:

1. Open the OneTouch Properties window and click the tab of the button that you want to have a new configuration.
2. Scroll through the applications in the Select Destination list and click the type of application for which you want to create a new scan configuration.

   When you create a new scan configuration, it will appear for the buttons that are set for the same types of Destination Applications. For example, if you create a new configuration for a button that is set to show image editor applications, that new configuration also appears for any other buttons set for image editors, but not for

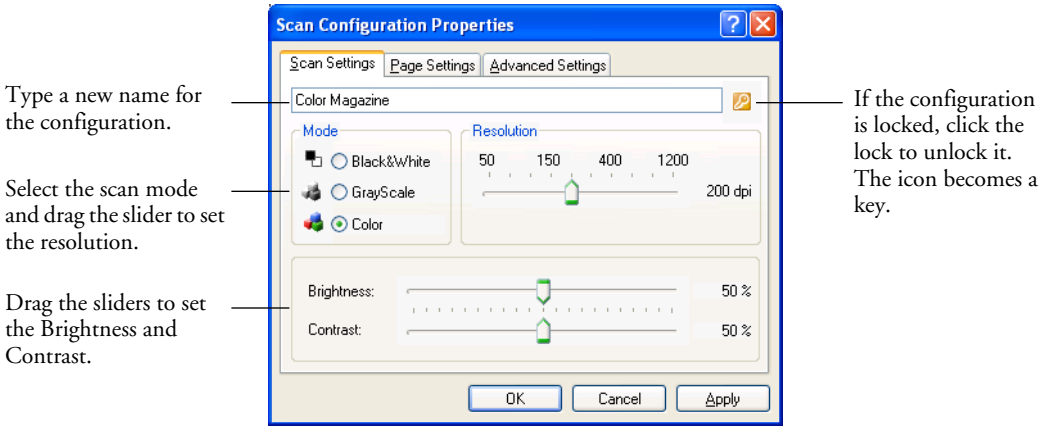
buttons set for text editing applications. Thus, you can create specific sets of scan configurations for specific functions and they appear only when appropriate.

3. Click the **New** button.

   If you want to start from the settings of another configuration, select the configuration, then click the **Copy** button.

   If the **Scan Settings** tab is not selected, click it.

4. On the Scan Configuration Properties dialog box, type a name.



Note: If you select a printer or other device in the Select Destinations list, the dialog box may have an additional Device Settings tab for setting specific options for the particular device.

5. Select scan settings for the new scan configuration.

   - **Mode**—Select a scanning mode:

     Black&White to scan in black and white. For example, letters and memos are usually scanned in black and white. This scan mode produces the smallest file size.

     GrayScale to scan items such as documents containing drawings or black and white photographs. The scanning produces an image of up to 256 shades of gray.

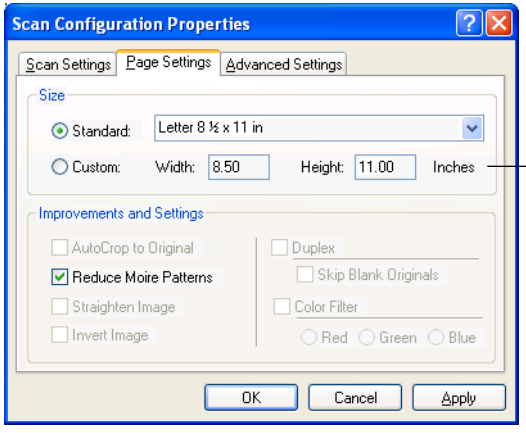
Color to scan color photographs and other color items. Color scans have the largest file size.

- **Resolution**—Drag the slider to the right or left to adjust the dots per inch (dpi) of the resolution. The maximum resolution is 1200 dpi; the minimum is 50 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.
- **Brightness** and **Contrast**—Sometimes an item is scanned with the brightness and contrast set too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

  Brightness refers to the lightness or darkness of the image. Contrast is the range between the darkest and lightest portions of the image. The greater the contrast, the more the difference between the lighter and darker shades in the image.

  Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to the Black&White mode.

6. If you want to lock the configuration, click the lock icon to change it from a key to a lock.
7. Click the **Page Settings** tab to select page settings.



- **Size**—Click **Standard**, click the menu arrow and choose a page size from the list, or click **Custom** and enter the horizontal and vertical page dimensions in the boxes. The maximum size is 8.5" by 11.69". The units of measurement can be inches or millimeters. Click the name of the units, inches or millimeters, to toggle between them.

- **Improvements and Settings**—Only the options that apply to the selected Destination Application are available.

  Reduce Moire Patterns—Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. Selecting **Reduce Moire Patterns** will limit or eliminate moire patterns in the scanned image. This option is only available for the Grayscale or Color Mode at 200 dpi or less.

  Invert Image—Only available for Black&White Mode, this option reverses the black and whites of an image.

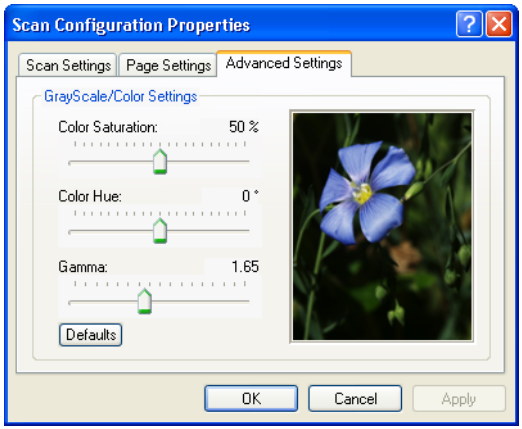
Original Image

Inverted Image

8. Click the **Advanced** tab.

   The options of the Advanced tab are for the Color or Grayscale scanning mode.

   Saturation is the strength or purity of a color, hue is the color your eyes see as reflected from the image, and gamma controls the brightness of the midtones of the color.

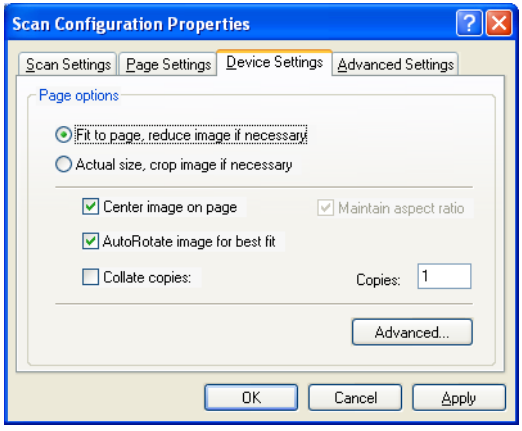


9. Drag the sliders to the left and right to change the color settings. As you do, the image changes to show the effects of the new settings.
10. Click **OK** to save the new configuration. It will appear in the Scan Configurations list on the OneTouch Properties window for the appropriate Destination applications.

THE DEVICE SETTINGS TAB

A Device Settings tab appears on the Scan Configurations dialog box when your selected Destination Application sends the scanned image to a printer, fax application, or other device. You use the options on the Device Settings tab to select settings for the device.

1. Click on the **Device Settings** tab.



Fit to page, reduce image if necessary—If the scanned image is too big to be printed or faxed on a single page, the image will automatically be reduced to fit the page.

Actual size, crop image if necessary—If the scanned image is to big to be printed or faxed on a single page, the image will automatically be cropped around its edges to fit on the page.

Center image on page—The image will be printed in the center of the page instead of at the top right corner.

Maintain aspect ratio—The aspect ratio is the length-to-width relationship of the image's dimensions. Select this option so the image's relative proportions remain constant.

AutoRotate image for best fit—If the image is a Landscape format and the device is printing in the Portrait mode, or vice versa, rotate the image to fit on the page.

Collate copies—If you're printing more than one page, collate the copies. Enter the number of copies in the **Copies** box.

Advanced—click to see additional settings for the device. The dialog that appears is specific to the device. For example, if the device is your printer, the dialog box is your printer's setup settings.

2. Click **OK** or **Apply**.

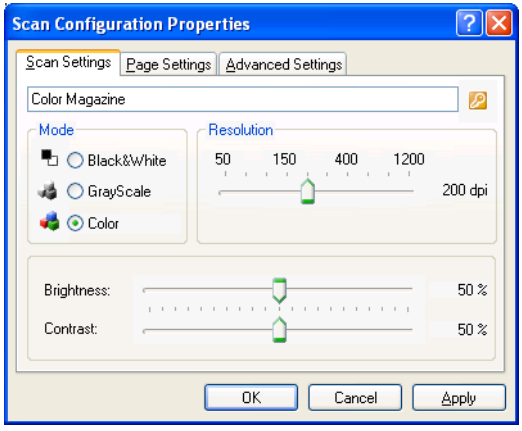
EDITING OR DELETING SCAN CONFIGURATIONS

To edit or delete a scan configuration:

1. Open the OneTouch Properties window.
2. Select the scan configuration you want to edit or delete.

   The selection must be an unlocked configuration.
3. To delete the configuration, click the **Delete** button.
4. To edit the configuration, click the **Edit** button.

   The Scan Configuration Properties dialog box opens for that configuration.



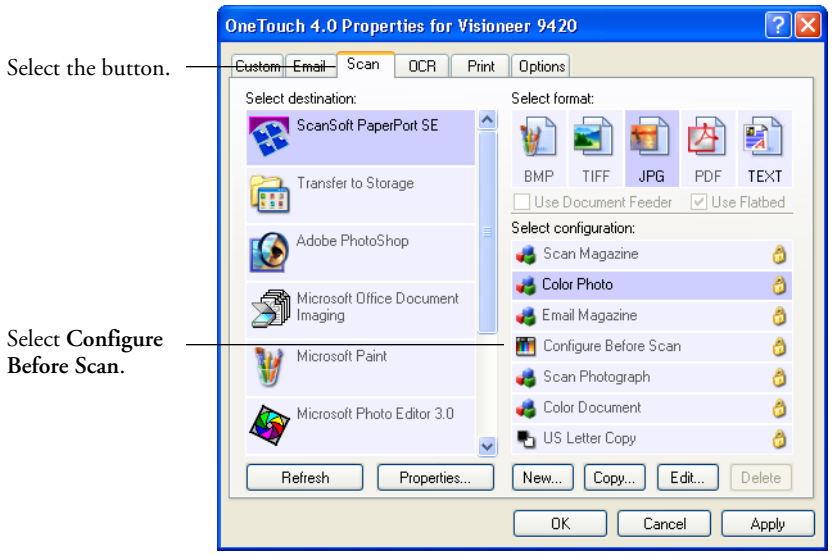
5. Edit the settings and click **OK**.
6. Click **OK** to close the dialog box.

CONFIGURING BEFORE SCANNING

Sometimes, you may want to manually configure the scan settings before beginning the scanning process. In that case, you select Configure Before Scan as the Scan Setting. When you press a scan button, one of the scanning interfaces appears for you to set the scanning options.

To configure before scanning:

1. Open the OneTouch Properties window.
2. Using the arrows, choose the button that you want to set to configure before scanning.
3. Select the scan configuration **Configure Before Scan**.



4. Right-click on **Configure Before Scan** and choose an interface to use for configuring before scanning.

   Twain—The Basic Interface or Advanced Interface appears for you to configure the scanning. See "Scanning from the Basic Interface" on page 25 or "Scanning from the Advanced Interface" on page 29.

   WIA—The Windows Image Acquisition (WIA) interface appears for you to configure the scanning. See "Scanning with the Windows Image Acquisition" on page 42.

Note: The WIA option is available if your computer is running Microsoft Windows ME or XP.

5. Click **OK** or **Apply** on the OneTouch Properties window.

SCANNING WITH EVENT FORWARDING

You use event forwarding to specify another application to use for scanning before you start. A typical example is if you want to use another application's TWAIN interface to select scanning options before you start scanning. When you press the scanner button designated for event forwarding, the scanner waits to start scanning until you select the application to use. After you select the application, its interface opens and you use it to continue scanning.

1. To scan with event forwarding:
2. Open the OneTouch Properties window.
3. Click the tab of the button you want to use for event forwarding.
4. Select **Still Image Client** as the Destination Application.
5. Choose a Scan Configuration.
6. Click **Apply** or **OK**.
7. Start scanning using the button you selected for event forwarding.

   A dialog box appears for you to select the application to use for scanning.

8. Select the application in the box and click **OK**.

   Now the application you selected opens and you can continue the scanning from that application's TWAIN interface.

SCAN AND BURN TO A CD

If you have a CD burner attached to your computer, you can scan directly from your scanner onto a CD. This feature is available only on computers running Windows XP.

To scan and burn to a CD:

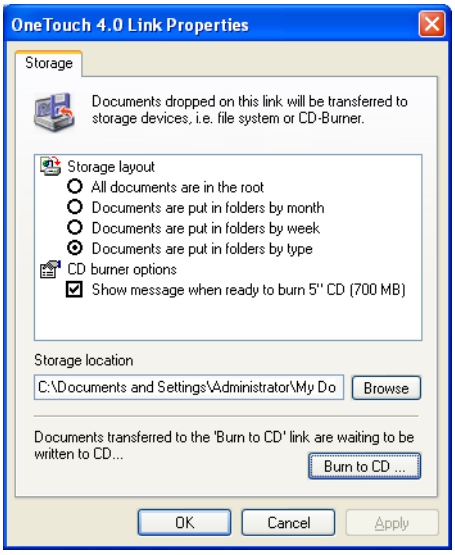
1. Put a blank CD into your computer's CD Drive.
2. Open the OneTouch Properties window.
3. Select **Burn to CD** as the Destination Application.

   The Burn to CD Destination Application is only available if you have a CD burner attached to your computer.
4. Choose a Page Format and a Scan Configuration.
5. Click **Apply** or **OK**.
6. Now start scanning using the button you selected to use to scan and burn to CD.

   When scanning is finished, a bubble message on the screen tells you that files are waiting to be burned to the CD.

7. On the OneTouch window, make sure that the **Burn to CD** Destination Application is still selected and click the **Properties** button.

   The OneTouch 4.0 Link Properties window appears.


OneTouch 4.0 Link Properties
Storage
Documents dropped on this link will be transferred to storage devices, i.e. file system or CD-Burner.
Storage layout
All documents are in the root
Documents are put in folders by month
Documents are put in folders by week
Documents are put in folders by type
CD burner options
Show message when ready to burn 5" CD (700 MB)
Storage location
C:\Documents and Settings\Administrator\My Do
Browse
Documents transferred to the 'Burn to CD' link are waiting to be written to CD...
Burn to CD ...
OK
Cancel
Apply

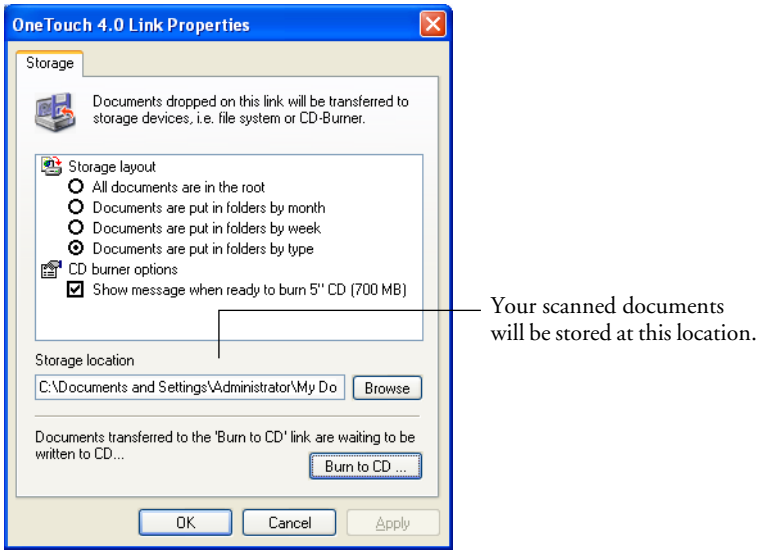
8. Click the **Burn to CD** button.

   The CD burner begins and your scanned documents are written to the CD.

TRANSFERRING SCANNED DOCUMENTS TO STORAGE

With the Transfer to Storage scanning process, you can scan documents and save them in a folder in one step. The process is ideal for archiving documents without having to manually save or process them in any other way. If you choose a text format for the file format, the documents are also automatically converted by the OCR process into editable text and numbers before they are stored.

1. Press the button you've set up to transfer to storage.
2. Scanning begins and your scanned pages are stored in the location that you specified on the OneTouch 4.0 Link Properties window.

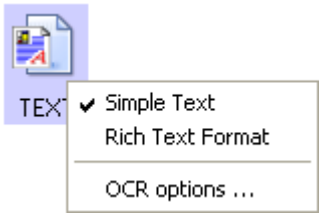

OneTouch 4.0 Link Properties
Storage
Documents dropped on this link will be transferred to storage devices, i.e. file system or CD-Burner.
Storage layout
All documents are in the root
Documents are put in folders by month
Documents are put in folders by week
Documents are put in folders by type
CD burner options
Show message when ready to burn 5" CD (700 MB)
Storage location
C:\Documents and Settings\Administrator\My Do
Browse
Documents transferred to the 'Burn to CD' link are waiting to be written to CD...
Burn to CD ...
OK
Cancel
Apply
Your scanned documents will be stored at this location.

TO USE OCR BEFORE TRANSFERRING TO STORAGE

If the documents you want to transfer to storage are text documents or spreadsheets, you can have them converted by the OCR process prior to being stored.

1. Open the OneTouch Properties window.
2. Choose a text format as the file format.

3. Right-click on the text format icon and choose the file format for the scanned documents.

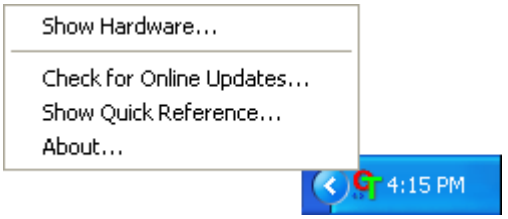


4. Choose a Scan Configuration.
5. Click **Apply** or **OK**.
6. Now start scanning using Button the button you set up for archiving.

   When scanning is finished, the documents are saved in the text file format and in the location you specified.

CHECKING THE HARDWARE

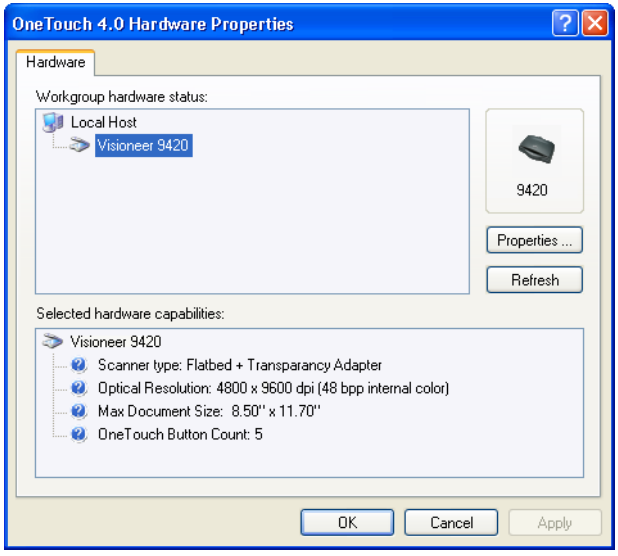
1. Right-click on the OneTouch icon and choose **Show Hardware** from the pop-up menu.



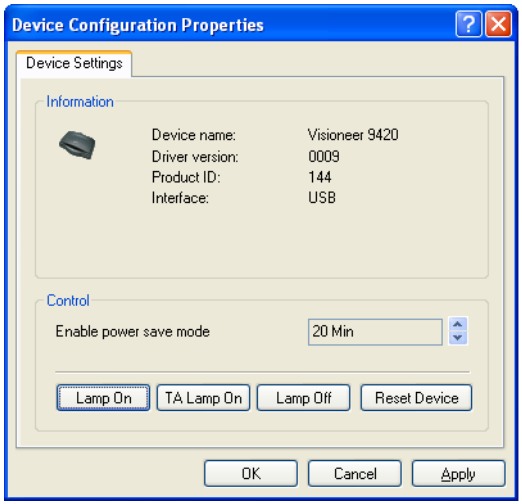
   You can also click the Hardware icon at the top of the OneTouch Button Panel.

If the Hardware View of the panel is already open you can also right-click on the Visioneer 9420 icon.

The Hardware Properties dialog box appears and shows information about your Visioneer 9420 scanner.



2. Click the **Properties** button.



Your scanner has a built-in power saving feature that is set to power down after a period of idle time. You can set the power save mode from 10 minutes to a maximum of 10 hours.

3. Click the arrows for the Enable power save mode setting to choose a time setting.

   To turn the lamp on and off manually without turning off power to the scanner, click the **Lamp On** or **Lamp Off** buttons. To manually turn on the Transparency Adapter lamp, click **TA Lamp On**. To turn off the TA Lamp, choose **Scan Reflective Using** on the PaperPort Advanced Interface.

   To return the scanner to its factory settings, click **Reset Device**.

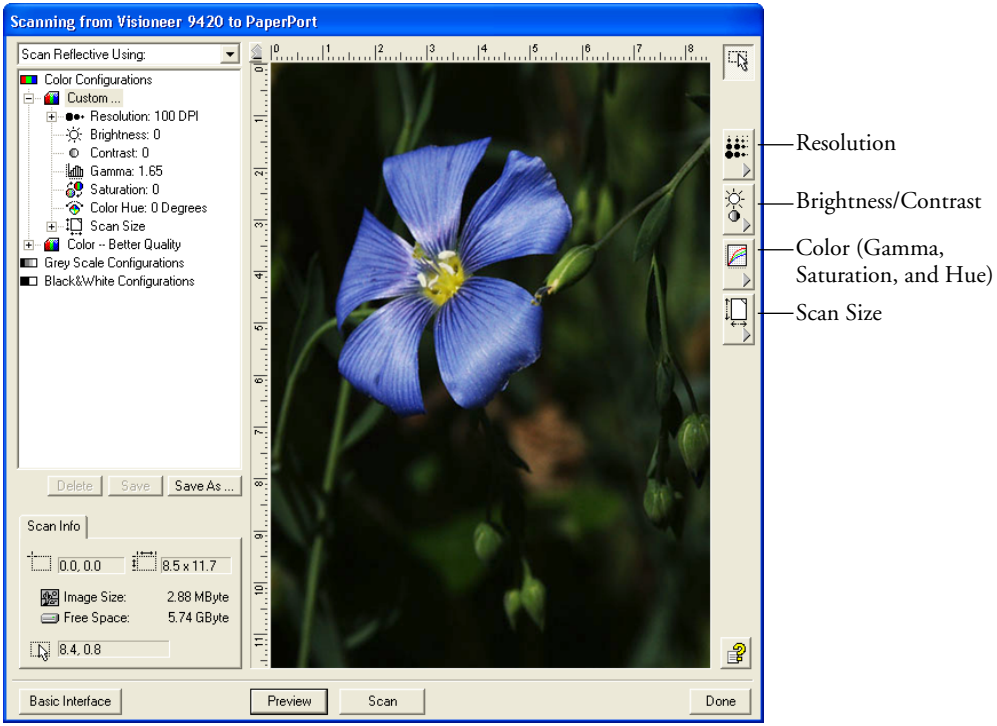
4. Click **OK** to save the changes and close the dialog box.

ADJUSTING THE IMAGE ON THE ADVANCED INTERFACE

You can adjust the scan settings on the PaperPort Advanced Interface to produce the best possible image for the items you're scanning.

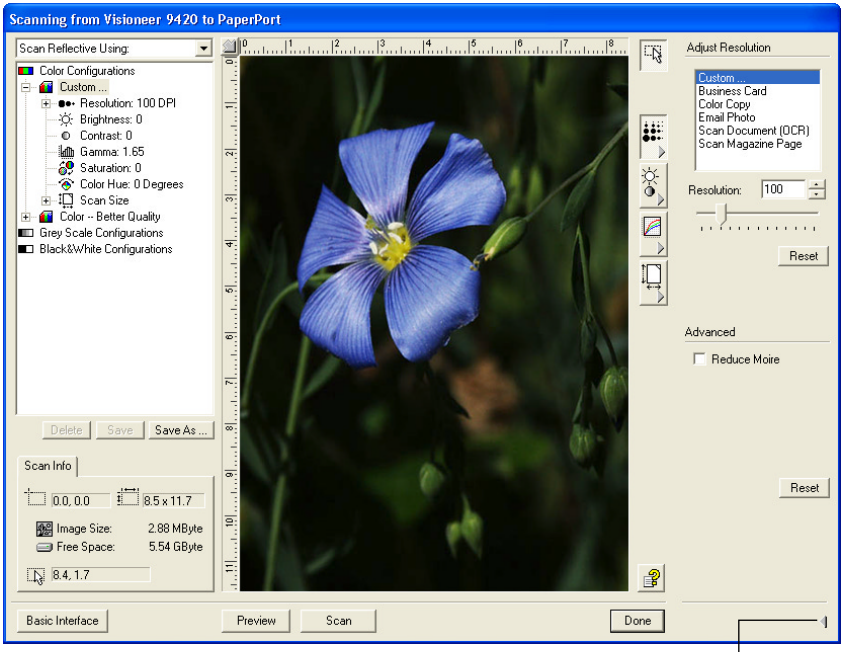
To adjust a setting:

1. On the left side of the Advanced Interface, select a configuration, for example, Color Configurations.
2. Click a setting in the list of settings, or click its corresponding button on the right side of the Advanced Interface.



Note: The list of scan settings for a configuration applies only to that type of configuration. For example, the Black&White Configuration does not have a setting for adjusting the Color Hue.

The following figure shows an example of the Advanced Interface if you click the Resolution setting in the list, or click the Resolution button.

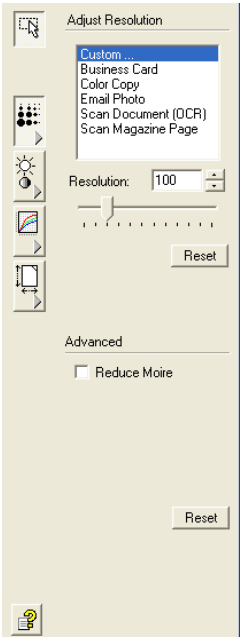


Note: The information in the scan settings list and the options you select on the various settings panels are interactive. As you change the settings on the panel, the numbers in the list on the left also change.

ADJUSTING THE RESOLUTION

Resolution determines the amount of detail you can see in the scanned image. The resolution setting for a scan is in dots-per-inch (dpi). The higher the resolution, the finer the details, however, higher dpi settings also take longer to scan and produce larger files sizes. Usually the higher resolution settings are used for precision work, such as photographs or fine artwork.

The following figure shows the resolution options.



Note: The location of various buttons on the panels may be slightly different on your Advanced Interface window. The appearance of the window depends on your monitor's screen resolution.

To adjust the resolution:

1. To use one of the preset resolutions for typical scanned items, click one of the options in the list.

   For example, to set the resolution for scanning a business card, select Business Card. That setting is preset to read small print on a typical business card.

2. To set the resolution manually, drag the **Resolution** slider to the left to decrease the resolution or to the right to increase it.

   You can also type a number directly into the resolution setting box, or click the up and down arrows to increase or decrease the setting.

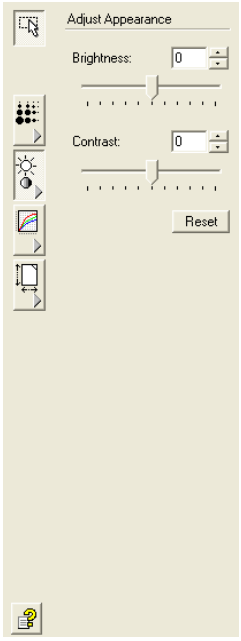
3. Click **Reset** to return the resolution to its original setting.

The resolution panel also includes an advanced setting for Moire patterns. Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. To scan the image and limit or eliminate moire patterns, select the **Reduce Moire** option.

ADJUSTING THE BRIGHTNESS AND CONTRAST

Sometimes an item is scanned with the brightness and contrast set to be too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

The following figure shows the brightness and contrast options. Contrast is only available for Color and Gray Scale configurations.



To adjust the brightness and contrast:

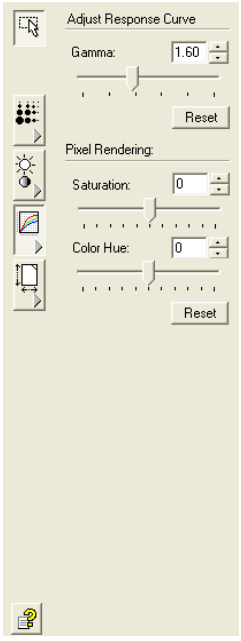
1. Drag the **Brightness** slider to the left to make the item darker or to the right to make the item lighter.
2. Drag the **Contrast** slider to the left to decrease the contrast or to the right to increase the contrast.

   You can also type a number directly into the brightness or contrast setting boxes, or click the up and down arrows next to the box to increase or decrease the setting.
3. Click **Reset** to return the settings to their original numbers

ADJUSTING GAMMA, SATURATION, AND COLOR HUE

If you're using the Color Configuration to scan, you can adjust a group of color settings. Gamma controls the brightness of the color midtones, saturation is the strength or purity of a color, and hue is the color your eyes see as reflected from the image.

The following figure shows the color options.



To adjust the color settings:

1. Drag the **Gamma**, **Saturation**, and **Color Hue** sliders to the left to decrease the settings or to the right to increase the settings.

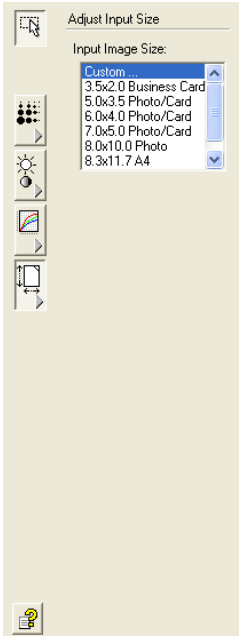
   You can also type a number directly into the setting boxes, or click the up and down arrows next to the boxes.

2. Click **Reset** to return the settings to their original numbers.

ADJUSTING INPUT SIZE

You can scan documents up to 8.5" by 11.69", but you can select other scan sizes, or adjust the input size to scan only specific sections of an image. For example, if you're scanning a photograph and want to focus on one section, adjusting the input size removes the rest of the photograph from the final scanned image.

The following figure shows the input size options.



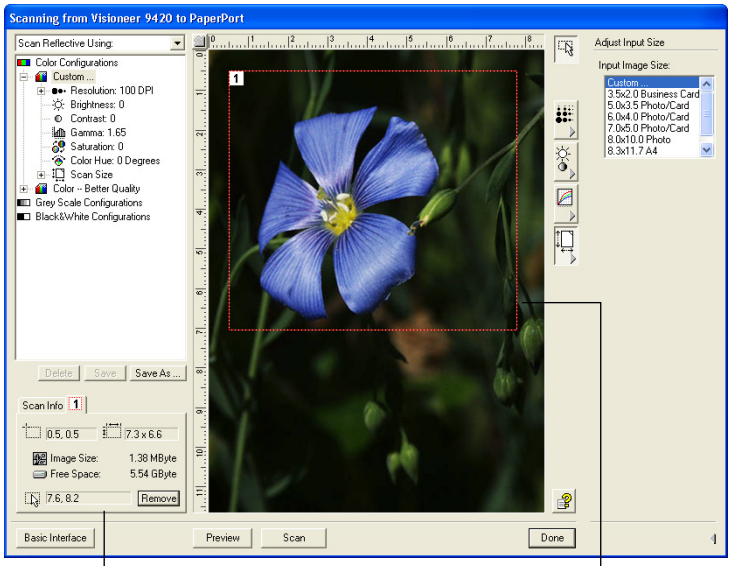
To manually set the image size:

1. To scan at one of the preset input sizes, select the image size from the menu.

   To scan a specific area of the image, click on the image and drag a box around the area you want.

   The dotted outline shows the selected area in the image.

   The following figure shows an example of a manually selected area.



This is the image that appears on the PaperPort desktop when scanning is finished.

The Scan Info box shows the size and position of the area.

The selected scan area.

   Note that the selected area in the example has the number "1" in its upper left corner indicating it is your first selected area. You can select up to six separate areas on an image at a time.

   You can now move or resize the outline to select the specific area you want to scan.

2. To move the dotted outline, put the pointer in the selected area and drag the mouse.

3. To resize the selected area, put the pointer on a dotted line and drag the line.

   Note that as you drag the dotted line, the menu selection for the image size changes to **Custom** to indicate you are customizing the size.

   The Scan Info box on the lower left portion of the Advanced Interface shows the information for the new area. If you selected multiple areas, tabs on the Scan Info box represent each area. Click on an area's tab to see its Scan info.

4. If the dotted line is not exactly where you want it, put the pointer on the line and drag the line.

   To use the pointer to drag the line, make sure the pointer button is selected at the top of the window.

5. If you want to remove the selected area and start over, click **Remove** on the Scan Info box.

Note: Clicking **Remove** re-selects the entire 8.5" by 11.69" area.

---

6. When the settings are what you want, click **Scan**.

THE RULER UNITS

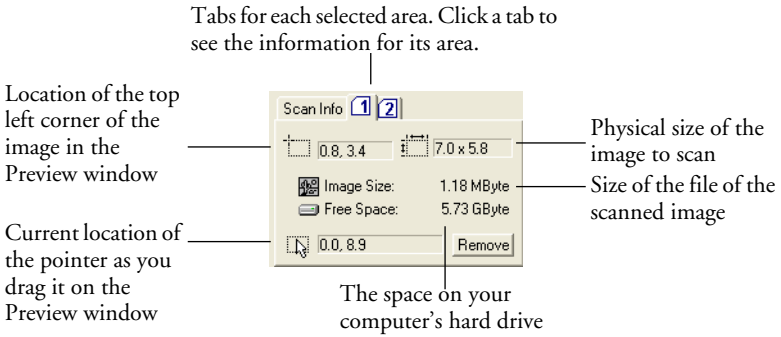
The ruler around the edges of the image help you precisely position a custom sized image. You can change the ruler units to suit the type of measurements you want.

To set the ruler units:

1. Click arrow icon at the top left corner of the Preview Image on the Advanced Interface.
2. As you click the icon, the ruler units cycle among inches, centimeters, and pixels.

THE SCAN INFO BOX

The following figure shows the information on the Scan Info box:


Tabs for each selected area. Click a tab to see the information for its area.
Location of the top left corner of the image in the Preview window
Current location of the pointer as you drag it on the Preview window
Scan Info
1
2
0.8, 3.4
7.0 x 5.8
Image Size:
1.18 MByte
Free Space:
5.73 GByte
0.0, 8.9
Remove
Physical size of the image to scan
Size of the file of the scanned image
The space on your computer's hard drive

CREATING A NEW ADVANCED INTERFACE PROFILE

You cannot change the settings of the preset profiles in the Advanced Interface. However you can create new profiles and save them for future use.

To create a new profile:

1. On the Advanced Interface, select one of the preset profiles, for example, Black&White Configurations>Custom.
2. Adjust the settings as required and then click the **Save As** button.

   The Save Profile dialog box opens.

3. Type a name for the new profile and click **OK**. The name must be at least two characters long.

   Your new profile is added to the configuration list.

To change a profile you created:

1. Select your profile from the configuration list.
2. Make changes to the profile as needed, and then click **Save**.

To delete a profile you created:

1. Select your profile from the configuration list.
2. Make your changes to the profile and click **Save**.
3. If you want to delete the selected profile, click **Delete.**

Maintenance

This chapter contains information on troubleshooting, cleaning, uninstalling, and scanner specifications.

TROUBLESHOOTING

In addition to the troubleshooting information contained in this section, please see the Readme file in the PaperPort directory on your computer's hard drive. The Readme file contains additional information that may help you diagnose problems with the scanner.

If you try all the troubleshooting procedures described in this section and in the Readme file, and the scanner still has problems, you may have a malfunctioning scanner. Please see the technical support card that you received with your scanner for technical assistance telephone numbers. Also visit our Web site at www.visioneer.com for additional technical information.

Problem: The scanner won't scan. What's wrong?

Check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Is the scanner's status light on?** If the light is not on, plug the power supply into another electrical outlet.
- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must restart your computer after unlocking the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.

- **Did you select another TWAIN source for acquiring images?** If you use multiple TWAIN devices with your computer, you may have selected another source for images. Start the PaperPort software and click the **Scan** icon. From the Scanner drop-down list, choose **OneTouch 4.0**.

Problem: During installation I got the error message: PaperPort Installation is not complete. What do I do?

The installation procedure was not successful. You need to reinstall the PaperPort software.

Problem: I got the error message: PaperPort cannot allocate enough memory to perform internal critical operations. What do I do?

Close any other active applications so that additional memory is available. If you click Continue, PaperPort moves the file to the PaperPort data directory and renames the file with the prefix "bad." This allows you to recover the file later.

To recover the file, you can import it into PaperPort by using the Import command in the File menu.

Problem: How do I uninstall PaperPort?

See the section, "How to Uninstall Your Scanner" on page 95.
Uninstalling does not delete your scanned items, and they remain in the following PaperPort Data folder:
C:\My Documents\My PaperPort Documents Folder

CLEANING THE SCANNER GLASS

Scanning items that have excessive amounts of dirt or dust may dirty the glass. To ensure the best quality scanned item, wipe the scanner glass with a soft clean cloth to rid the glass of dust or other debris.

HOW TO UNINSTALL YOUR SCANNER

To uninstall the Visioneer OneTouch 9420 scanner, remove the Visioneer 9420 software first, and then remove the PaperPort software, or other scanner software.

STEP 1: UNINSTALLING THE VISIONEER ONETOUCH SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
   - Windows ME: The Add/Remove Programs Properties window opens. Select the Install/Uninstall tab.
   - Windows 2000 or XP: The Add or Remove Programs window opens. Make sure the Change or Remove option is selected.
3. From the list of programs, select **OneTouch 4.0**.
   - Windows ME: Click the **Add/Remove** button.
   - Windows 2000 or XP: Click the **Change/Remove** button.
4. On the Perform Uninstall window, click **Remove**.

   The Visioneer OneTouch software is uninstalled from your computer.
5. Unplug the USB cable from your computer and scanner.
6. Close all open windows and restart your computer.

STEP 2: UNINSTALLING THE PAPERPORT SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

   Windows XP: choose **Control Panel** from the Start menu.

2. Double-click the **Add/Remove Programs** icon.

   - Windows ME: The Add/Remove Programs Properties window opens. Select the Install/Uninstall tab.
   - Windows 2000 or XP: The Add or Remove Programs window opens. Make sure the Change or Remove option is selected.

3. From the list of programs, select **PaperPort**.

   - Windows ME: Click the **Add/Remove** button.
   - Windows 2000 or XP: Click the **Change/Remove** button.

4. On the PaperPort Uninstall window you may see a message asking you to insert your Installation CD into the computer. Insert the Visioneer CD and click **OK** to continue.

5. On the Uninstall window click **Remove**.

   The PaperPort software is removed. A message appears offering to keep or remove your scanned image files stored on the computer.

6. Click **No** to keep your image files, click **Yes** to remove the image files from your computer permanently.

Important: Files created by PaperPort are in a proprietary format (with a .max extension) and cannot be opened by other applications. To keep and view your scanned image files, use the PaperPort Viewer. Download the viewer from ScanSoft's Web site at *www.scansoft.com*

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7. When you see the Uninstall Complete window, click **Finish**.

8. For Windows XP, click **Finish**.

9. Close all open windows and restart your computer.

VISIONEER 9420 USB SCANNER SPECIFICATIONS

Bit Depth	48-Bit color (internal), 16-Bit gray (internal), 1-Bit line art/text
Scanning resolution	Optical resolution: 4800 x 9600 dpi
Maximum Item sizes	8.5 x 11.69 inches (21.6 x 29.7 cm)
Scanner dimensions	
Height	3.25 inches (8.3 cm)
Width	12.25 inches (31.1 cm)
Length	17.25 inches (43.8 cm)
Weight	5.8 pounds (2.64 kg)
USB Standard	USB 1.1 and USB 2.0
Operating temperature	50°–104° F (5°–35° C without condensation)
Relative humidity	20%–80% (@35° C without condensation)
Power supply	
Input voltage/frequency	100 Vac, 50/60 Hz (Japan) 120 Vac, 60 Hz (North America) 230 Vac, 50 Hz (Europe)
Output voltage/watt	12 V DC, 15 watt maximum
Safety and agency certifications	UL, ULc, GS, FCC Class B, VCCI Class 2, CE

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